

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Check Front Axle Tension Strut Pilot Bushings MY14-20 S-Class (217 and 222 platform)	DATE: June 23, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		June 23, 2023
Campaign No. :	Campaign Desc. :	Check Front Axle Tension Strut Pilot Bushings
2023050005	22P3390024	
<p>This is to notify you of the Service Campaign Launch to check the front axle tension strut pilot bushings on 56 Model Year (“MY”) 2014-2020 S-Class (217 and 222 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on June 23, 2023.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2014-2020 S-Class (217 and 222 platform) vehicles, the incorrect pilot bushings may have been installed in the front axle tension struts. It is possible that noises and an increased wear of the pilot bushings may occur.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the pilot bushings on the front axle tension struts, and replace if necessary.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2014-2020	
Vehicle Model	S-Class (217 and 222 platform)	
Vehicle Populations		
Total Campaign Population	56	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2023050005, June 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (217 and 222 platform)**
Model Year 2014-2020

Check Front Axle Tension Strut Pilot Bushings

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2014-2020 S-Class (217 and 222 platform) vehicles, the incorrect pilot bushings may have been installed in the front axle tension struts. It is possible that noises and an increased wear of the pilot bushings may occur. An authorized Mercedes-Benz dealer will check the pilot bushings on the front axle tension struts, and replace if necessary.

Prior to performing this Campaign:

- **VMI must be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 56 vehicles are affected.

Order No. P-SC-2023050005

Service Campaign Bulletin

Service Campaign Bulletin

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Check Front Axle Tension Strut Pilot Bushings

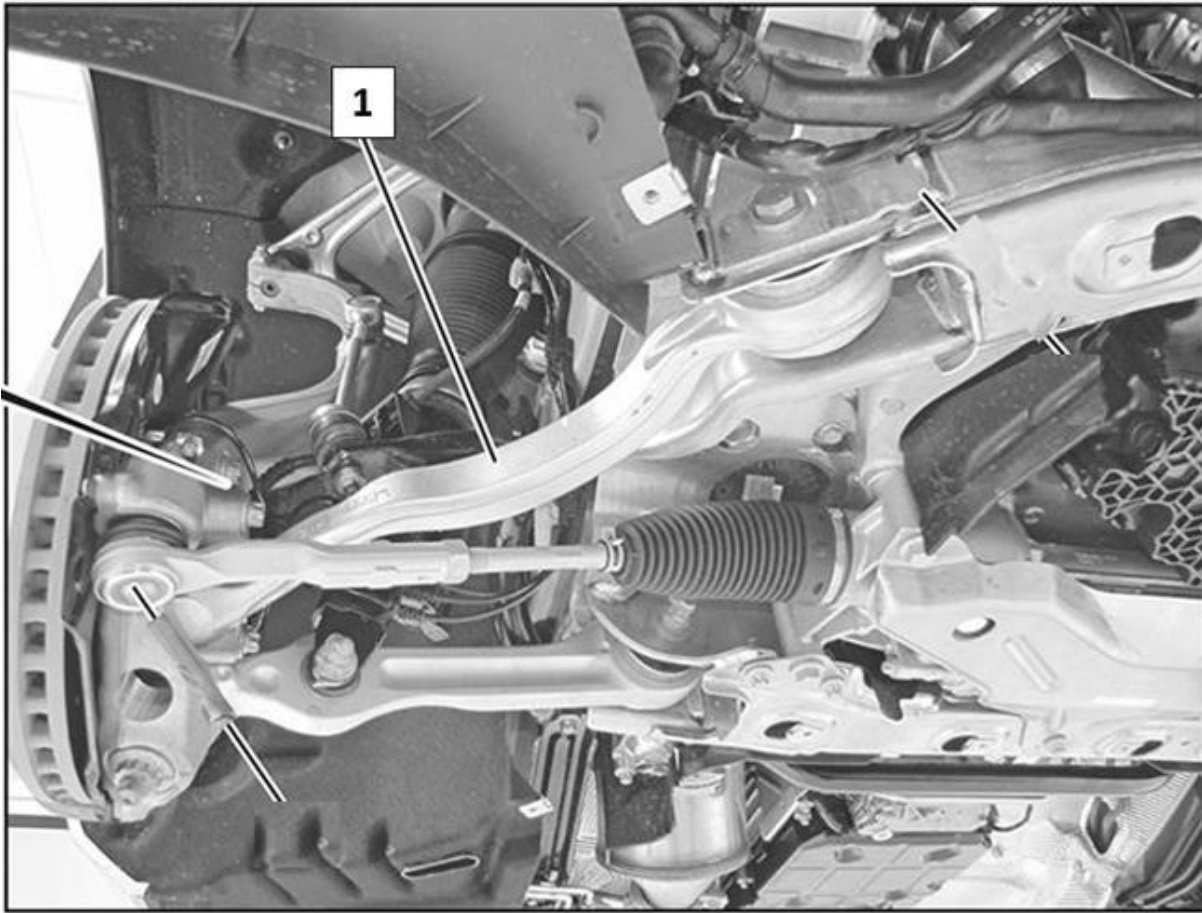


Figure 1

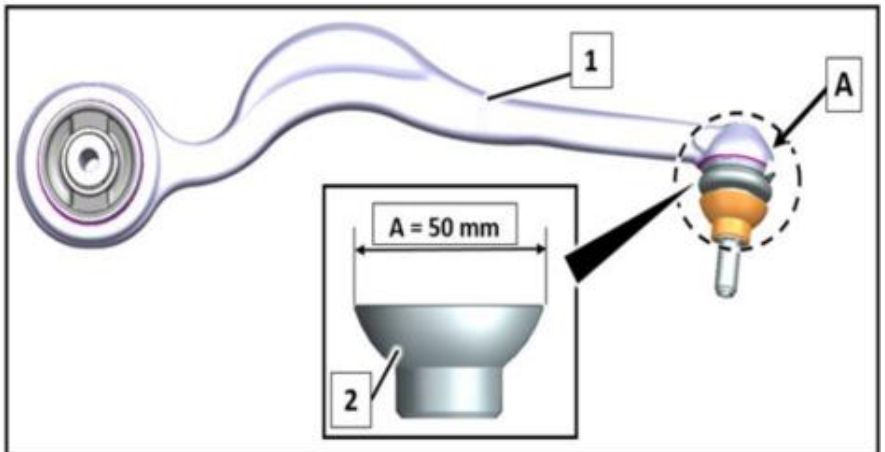


Figure 2

Check/test procedure

1. Remove tension struts (**1, Figure 1**) of front axle on both sides.
i For basic data, see AR33.15-P-0160LF.
2. Check diameter (**A, Figure 2**) of pilot bushing (**2, Figure 2**) on both sides.
 - a. Diameter (A) **less than** 50 mm: Perform **work procedure** on affected side.
 - b. Diameter (A) **greater than or equal to** 50 mm: **End measure**.

Work procedure

1. Replace affected tension strut of front axle.
i For basic data, see AR33.15-P-0160LF.
2. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Right tension strut	A 217 330 52 00 28
As required (1)	Left tension strut	A 217 330 51 00 28
2	Nut	A 005 990 24 50
2	Nut	A 005 990 47 50
4	Spacer disk	A 220 333 00 76 02
2	Nut	N 000000 008261
2	Screw	N 308765 014012

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
33 900 24	12-1681	Operations: Check front axle tension strut pilot bushing on both sides Includes: Remove/install 2 wheel and tire assemblies, remove/install lower engine compartment lining, tension strut of front axle (on both sides)	2.0
	12-1682*	Operations: Replace affected tension strut of front axle (after check)	0.1

* Invoice operation item only once for each workshop order.

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.