



MERCEDES-BENZ USA, LLC
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SERVICE

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign 2013010007 - Model 197. Model Year 2011 - 2012. Replace Rear Diffusor Bolts	DATE: February 15, 2013

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 877 affected vehicles will be flagged in VMI.

Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the bolts for fastening the rear diffusor may not be to specifications. An authorized Mercedes-Benz dealer will replace the rear diffusor bolts at the next workshop service.

Parts - Dealer may order parts as required. Rear diffusor bolt replacement rate is 100%.

Owner Notification - As this is a voluntary customer care initiative, **no customer letter will be mailed.**

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this may cause, Mercedes-Benz USA, LLC 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 (1-800-367-6372).

Service Campaign Bulletin

Campaign No. 2013010007, February 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model Year Model 197, Model Years 2011 - 2012**
Replace Rear Diffusor Bolts

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the bolts for fastening the rear diffusor may not be to specifications. An authorized Mercedes-Benz dealer will replace the rear diffusor bolts at the next workshop service

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 877 vehicles are affected.

Order No. P-SC-2013010007

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

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Procedure

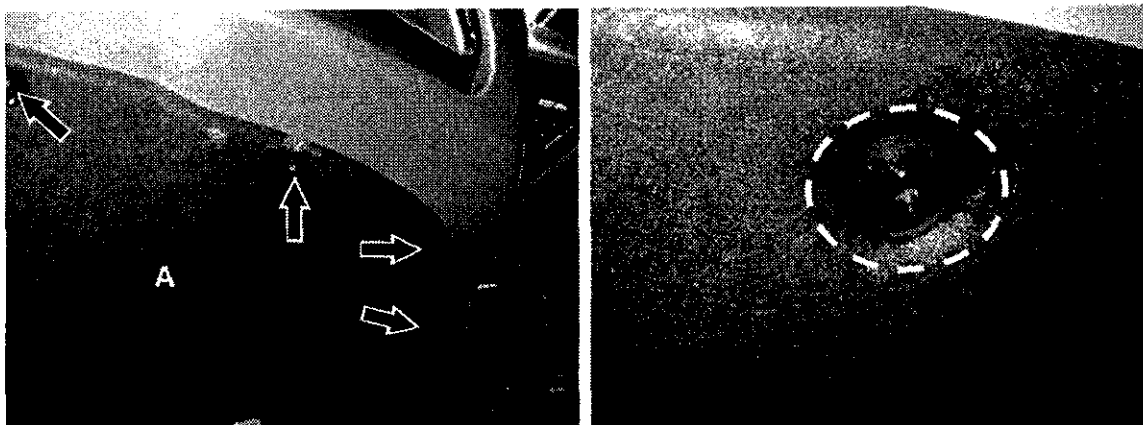


Figure 1 (4 of 10 bolts shown)

1. Replace 10 bolts (arrows, Figure 1) securing rear diffuser (A) to vehicle.

Installation note:

Torque bolts to 3 Nm.

2. Apply preservation wax to bolt heads (circled, Figure 1).

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
10	Hexalobular bolt	N 000 000 00 76 47	100%
1 L	Preservation wax ¹⁾	A 000 986 42 70 10	

¹⁾ Preservation wax - sufficient for 100 vehicles, submit as Local Purchase - AWX00024, Qty 1, handling is included.

Warranty Information

Operation: Replace rear diffuser bolts (02-5884)

Damage Code	Operation Number	Labor Time (hrs.)
88 910 42 7	02-5884	0.3

Note

Operation code times are subject to change