



Mercedes-Benz

MERCEDES-BENZ USA, LLC

One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350

Phone (201) 573-0600

Fax (201) 573-0117

MBUSA.com

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 2013090007 - Replace B-Pillar Certification Label. Model X204 (GLK) Model Year 2013. | DATE: January 10, 2014 |

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 3,013 affected vehicles will be flagged in VMI.

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

Parts - Special ordering procedure for Certification Label:

Certification labels are individually VIN-coded and must exactly match the VIN of the affected vehicle. Dealers are to fill out an SP Comm Block 5 & Order Upgrade Request Form found on the PAC Website (PAC Website > Special Procurement > SP Comm Block 5 & Order Upgrade Request Form).

Background

This Service Campaign has been initiated because Daimler AG (DAG), manufacturer of Mercedes-Benz vehicles, has determined that the B-Pillar Certification Label may contain incorrect wheel and tire information. An authorized dealer will replace the B-Pillar Certification Label at the next workshop visit.

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).



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

Service Campaign Bulletin

Campaign No. 2013090007, January 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model X204, Model Year 2013**
Replace B-Pillar Certification Label (VECI)

This Service Campaign has been initiated because Daimler AG (DAG), manufacturer of Mercedes-Benz vehicles, has determined that the B-Pillar Certification Label may contain incorrect wheel and tire information. An authorized dealer will replace the B-Pillar Certification Label at the next workshop visit.

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 3,013 vehicles are affected.

Order No. P-SC-2013090007

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.

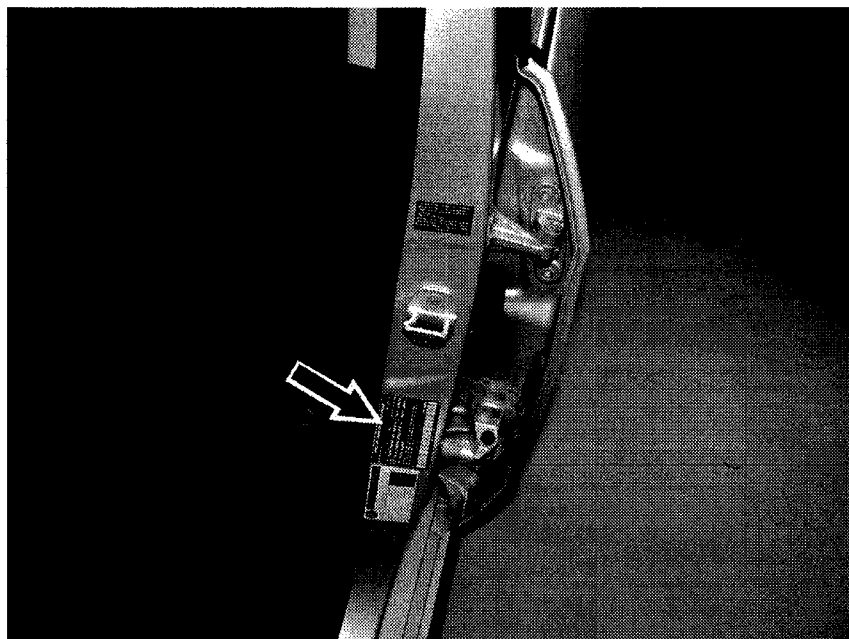
Service Campaign Bulletin



Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Procedure**Figure 1**

1. Open left front door.
2.  Remove B-Pillar certification label (arrow, Figure 1) from B-pillar.
3. Clean contact surface to remove old adhesive prior to installing the new label.
4.  Affix new B-Pillar certification label (arrow) to same location on B-pillar.

Primary Parts Information

| Qty. | Part Name | Part Number | Estimated Replacement Rate |
|------|---------------------|---------------|----------------------------|
| 1 | Certification label | A204 817 7820 | 100% |

Note:

Special ordering procedure for Certification Label:

Certification labels are individually VIN-coded and must exactly match the VIN of the affected vehicle. Dealers are to fill out an SP Comm Block 5 & Order Upgrade Request Form found on the PAC Website (PAC Website > Special Procurement > SP Comm Block 5 & Order Upgrade Request Form). Our Special Procurement team will ensure that the order request is processed.

i Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Replace B-pillar certification label (02-8281)

| Damage Code | Operation Number | Labor Time (hrs.) |
|--------------------|-------------------------|--------------------------|
| 58 915 32 7 | 02-8281 | 0.1 |

Note

Operation Number labor times are subject to change.