

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 2020070012 Launch Notification MY20 213 \(E-Class\) Check Front Right Inner Door](#)

Date: August 11, 2020

## IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Check Front Right Inner Door</b>
2020070012	20P9790015	
<p>This is to notify you of a <a href="#">Service Campaign launch</a> regarding check front right inner door on <b>77</b> Model Year ("MY") 2020 213 (E-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>August 11, 2020</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 E-Class (213 platform) the front right inner door panel does not correspond with our specifications in the vehicles of the above-mentioned model series transferred to you. The possibility exists that a crack has occurred at the inner section of the front frame area of the right front door.	
<b>What We're Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the Front Right Inner Door and rework if necessary. <b>The rework rate for the SC is only 1% of the total affected vehicles. Please order as needed and do not overstock. MBUSA will be monitoring all parts orders and quantities.</b>	
<b>Parts</b>	Parts are available and can be ordered as necessary.	
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	E-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	77	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs - This Service 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. 2020070012, August 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class (213 platform)**  
**Model Year 2020**

**Check Front Right Inner Door**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 E-Class (213 platform) the front right inner door panel does not correspond with our specifications in the vehicles of the above-mentioned model series transferred to you. The possibility exists that a crack has occurred at the inner section of the front frame area of the right front door. In vehicle operation, crack growth and as a result corrosion formation could occur at the door body shell in the crack area. An authorized Mercedes-Benz dealer will check the Front Right Inner Door and rework if necessary.

Prior to performing this Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- **VMI must always 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 77 vehicle is affected.

Order No. P-SC-2020070012

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.

### Check/test procedure

1. Open right front door.
2. Gradually pull door frame seal (**A, figure 1**) in area of outside mirror to the side and check inner door panel (**B, figure 1**) for crack formation.

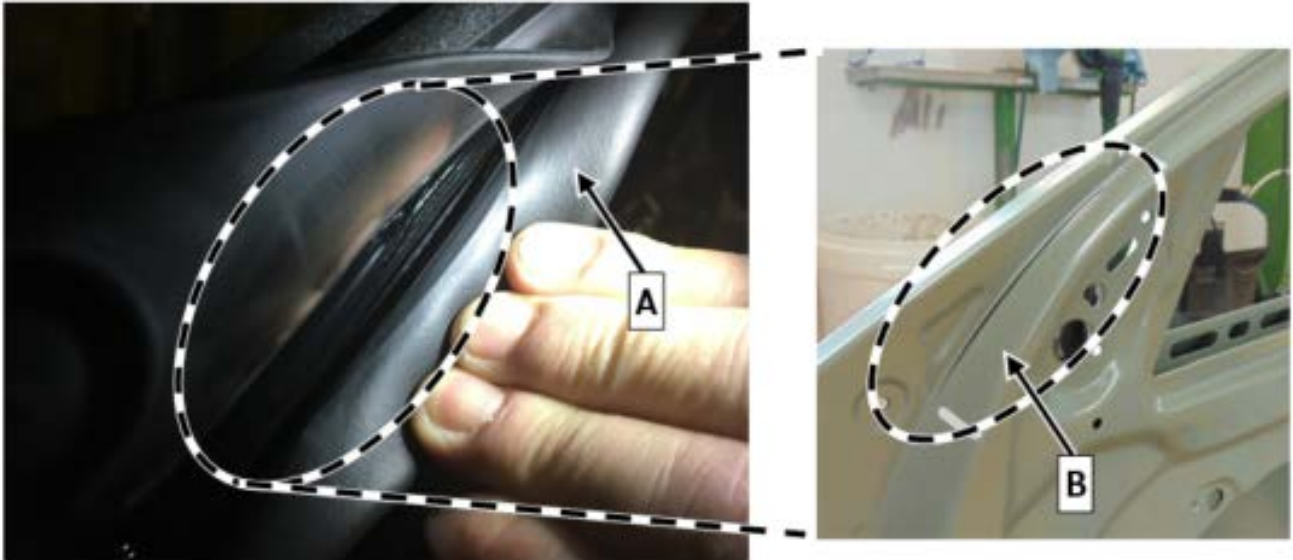


Figure 1 (Crack present)



Figure 2 (Crack not present)

- a. Crack present (**figure 1**): Perform **work procedure**.
- b. Crack **not** present (**figure 2**): **End measure**.

### Work procedure

1. Remove door trim at front door (AR72.10-P-1000LW).
2. Remove outside mirror (AR88.70-P-9000LW).
3. Remove seal of crank window (C, figure 3) in crack area from window frame.

**i** For basic data, see AR72.10-P-1905LW.

**i** **Seal of crank window** in area of outside mirror and in area of B-pillar cover at window frame **does not** have to be removed!

**i** **B-pillar cover at window frame does not** have to be removed.



**Figure 3**

4. Remove door frame seal (AR72.10-P-2120LW).
5. Drill ends of crack with a 3mm drill bit and deburr with a countersink.
 

**i** Drilling the ends of the crack prevents the crack from propagating/growing.
6. Apply anti-corrosion protection using primer stick in area of boreholes and on crack.
 

**i** Observe the flash-off time according to the manufacturer's specifications.
7. Cover crack and boreholes with seam seal.
 

**i** Observe the flash-off time according to the manufacturer's specifications.
8. Paint the affected location in the spot-repair process.
9. Assemble in reverse order.

**Primary Parts Information**

Qty.	Part Name	Part Number
As required	Door seal	A 204 727 11 87
As required	Primer stick	A 000 986 27 50
As required	Seam seal	A 002 989 63 98
As required	Cleaner	A 005 989 19 71

**Warranty Information**

**With check**

**Operation:** Check inner door panel

Damage Code	Operation Number	Labor Time (hrs.)
97 900 15 8	02-1648	0.1

**With check and rework**

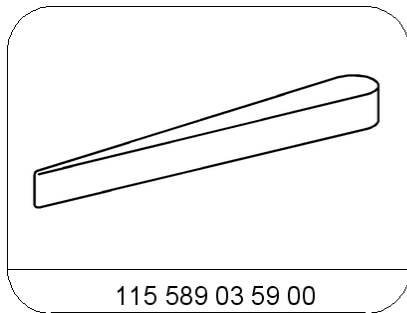
**Operation:** Check inner door panel  
Rework inner door panel

Damage Code	Operation Number	Labor Time (hrs.)
97 900 15 7	02-1648	0.1
	02-1649	1.7

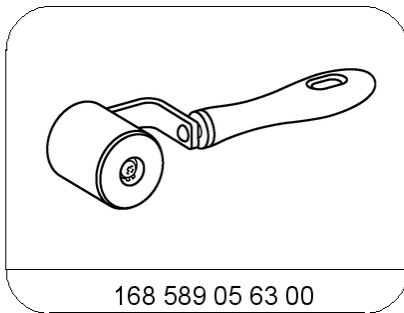
**i Note**

Operation Number labor times are subject to change.

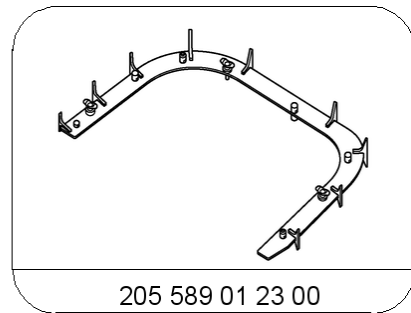
**Special Tools**



Long wedge



Roller



Template