

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: <b>Service Campaign Launch Notification</b> <b>Surface Cracks in Longitudinal Member Rivets</b> <b>MY20 205 (C-Class)</b>	DATE: March 13, 2020

### IMPORTANT SERVICE CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

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>Service Campaign Launch Notification</b>		March 13, 2020
Campaign No. :	Campaign Desc. :	<b>Surface Cracks in Longitudinal Member Rivets</b>
2020020024	19P6190102	
<p>This is to notify you of the <b>Service Campaign Launch</b> regarding the rivets in the casting of the left and right rear longitudinal member in <b>178</b> Model Year (“MY”) 2020 C-Class (205 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>March 13, 2020</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”)20 C-Class (205 platform) vehicles, the rivets in the casting of the left and right rear longitudinal member might not meet current production specifications. As a result, corrosion may form at the rivets over the service life of the vehicle	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will seal the rivets with corrosion protection on the affected vehicles.	
<b>Parts</b>	The remedy is available and can be performed.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	C-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	178	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs - This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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. 2020020024, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (205 platform)**  
**Model Year 2020**

## **Surface Cracks in Longitudinal Member Rivets**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY")20 C-Class (205 platform) vehicles, the rivets in the casting of the left and right rear longitudinal member might not meet current production specifications. As a result, corrosion may form at the rivets over the service life of the vehicle. An authorized Mercedes-Benz dealer will seal the rivets with corrosion protection on the affected vehicles.

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 178 vehicle is affected.

Order No. P-SC-2020020024

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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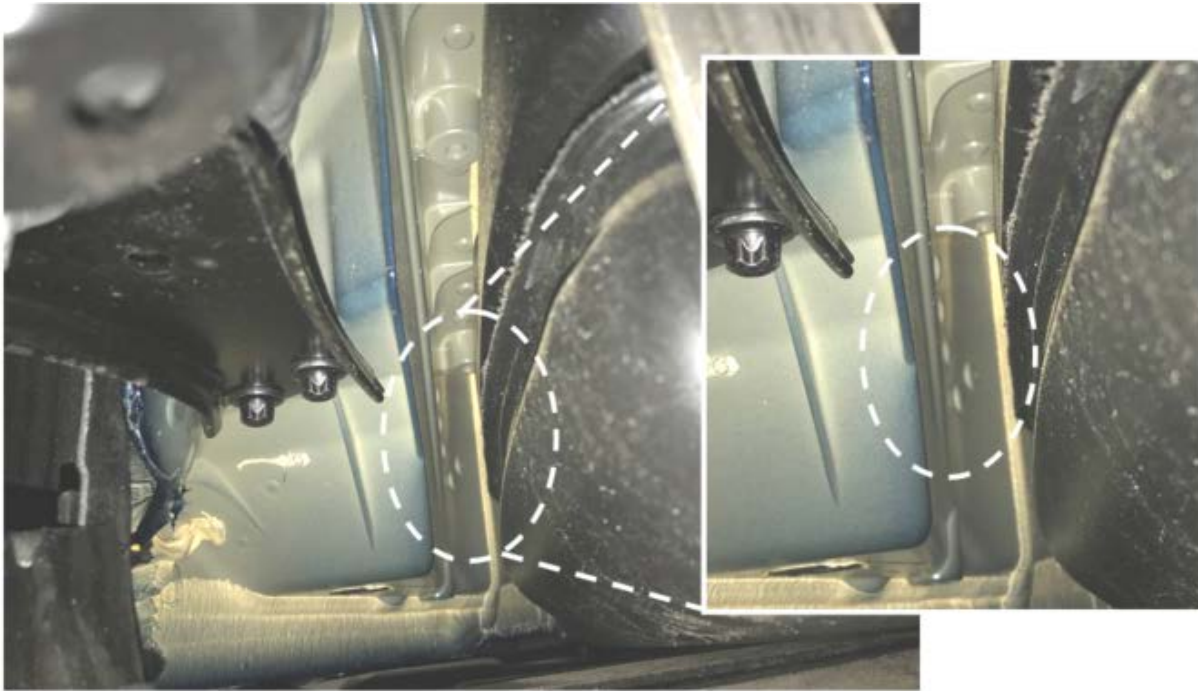
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**Work procedure**

1. Remove outer right and left underfloor paneling's.
2. Rework **5** rivets, in each case, on right and left in area of rear axle threaded connection FRT (**figure 1 and 2**) with transparent seam seal.  
**i** Clean area to be processed before applying the seam seal.

**Figure 1****Figure 2**

3. Assemble in reverse order.
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**Primary Parts Information**

<b>Qty.</b>	<b>Part Name</b>	<b>Part Number</b>
0.1*	Seam seal	A 005 989 63 20 9678

\* One container unit suffices for at least 10 vehicles

**Warranty Information**

**Operation:** Seal left and right rear longitudinal member

<b>Damage Code</b>	<b>Operation Number</b>	<b>Labor Time (hrs.)</b>
61 901 02 7	02-1429	1.0

**Note**

Operation Number labor times are subject to change.