

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 Apply Wax as Preservation Agent to Jack Support Points MY19-20 205 (C-Class)	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



Service Campaign Launch Notification

March 13, 2020

Campaign No. :

Campaign Desc. :

2020020025

19P9790008

**Apply wax as preservation agent
to jack support points**

This is to notify you of the **Service Campaign Launch** regarding to apply wax as preservation agent to jack support points in **1097** Model Year ("MY") 2019 - 2020 C-Class (205 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **March 13, 2020**.

Background**Issue**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles has determined that on certain Model Year ("MY") 19-20 C-Class (205 platform) vehicles, a preservation agent may not have been applied to the jack support points in accordance with current production specifications, which could lead to corrosion over time.

What We're Doing

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the jack support points and apply a preservation agent if necessary.

Parts

The remedy is available and can be performed.

Vehicles Affected**Vehicle Model Year(s)**

2019 - 2020

Vehicle Model

C-Class

Vehicle Populations**Total Campaign Population**

1097

Next Steps/Notes**AOMS/SOMS**

AOMs - This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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.



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020020025, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (205 platform)**
Model Year 2019-2020

Apply wax as preservation agent to jack support points

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles has determined that on certain Model Year ("MY")19-20 C-Class (205 platform) vehicles, a preservation agent may not have been applied to the jack support points in accordance with current production specifications, which could lead to corrosion over time. An authorized Mercedes-Benz dealer will check the jack support points and apply a preservation agent 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 1097 vehicle is affected.

Order No. P-SC-2020020025

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.

Work Procedure

1. Drive vehicle onto drive-on lifting platform (4-post lift).
i The work can also be performed above a pit.
2. Remove screws (**figure 1**) from jack support points.



Figure 1

3. Pull jack support points out of rocker panels (**Figure 2**).



Figure 2

4. Pull out inner parts in the longitudinal member (**Figure 3**).



Figure 1

5. Clean contact surfaces (**Figure 4**).
i Use silicone remover, for example



Figure 2

6. Apply wax to the contact surfaces (**Figure 5**).



Figure 3

7. Reassemble jack supports (**Figure 6**).

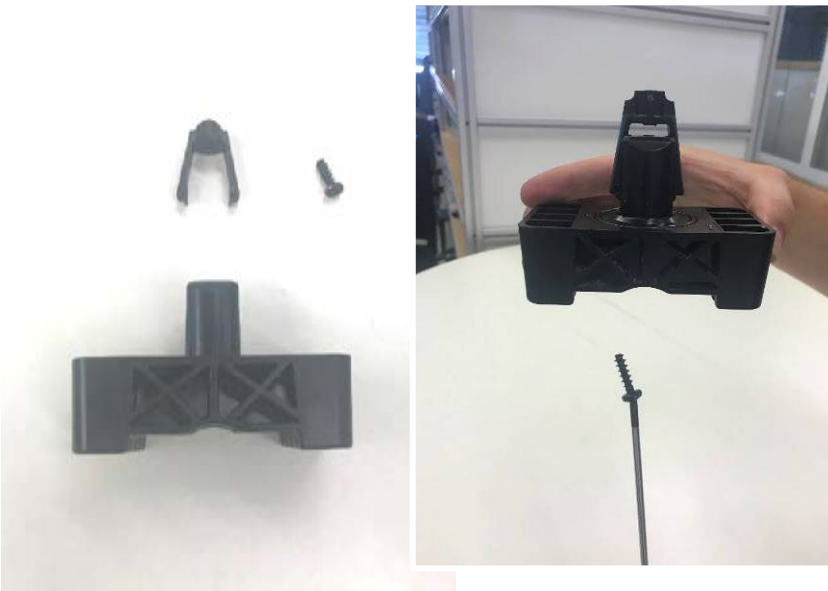


Figure 4

8. Install jack support points (figure 7).

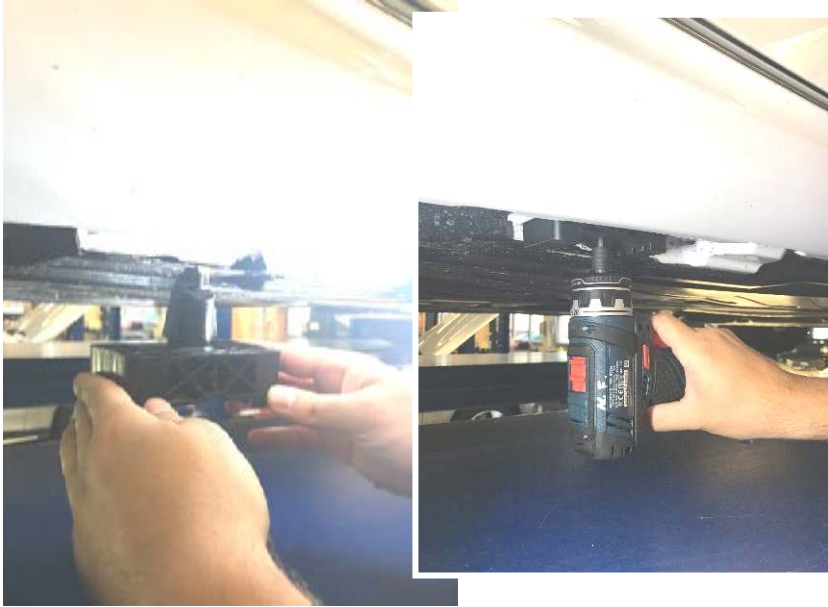


Figure 5

Primary Parts Information

Qty.	Part Name	Part Number
0.1*	Wax	A 000 989 38 05

*Use 1 packaging unit for approx. 10 vehicles.

Warranty Information

Operation: Apply wax as preservation agent to jack support points(02-1445)
Includes: Remove jack support points

Damage Code	Operation Number	Labor Time (hrs.)
97 900 08 7	02-1445	0.5

i Note

Operation Number labor times are subject to change.