

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 2020040022 Launch Notification](#)
MY19 238 (E-Class) Right Drip Rail Retaining Tabs

Date: May 29, 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



Campaign No. :	Campaign Desc. :	Right Drip Rail Retaining Tabs
2020040022	20P9790014	
This is to notify you of a Service Campaign launch regarding the right drip rail retaining tabs on 465 Model Year 2019 238 (E-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on May 29, 2020 .		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2019 E-Class (238 platform) vehicles, the right drip rail retaining tabs may need to be reworked.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the right drip rail on the affected vehicles and rework if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicle Model Year(s)	2019	
Vehicle Model	E-Class	
Vehicle Populations		
Total Campaign Population	465	
Next Steps/Notes		
AOMS/SOMS	AOMs – This Service Campaign may generate questions from your dealers.	
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



Campaign No. 2020040022, May 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class vehicles (238 platform)**
Model Year 2019
Right Drip Rail Retaining Tabs

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2019 E-Class vehicles (238 platform), the retaining tabs for the drip rail do not meet specifications.. Because of this, please check the retaining tabs of the right drip rail on the affected vehicles and rework them if necessary. The work required for this purpose can be found in the attached work description. An authorized Mercedes-Benz dealer will check the retaining tabs on the affected vehicles and repair if necessary.

Prior to performing this Campaign:

- 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.

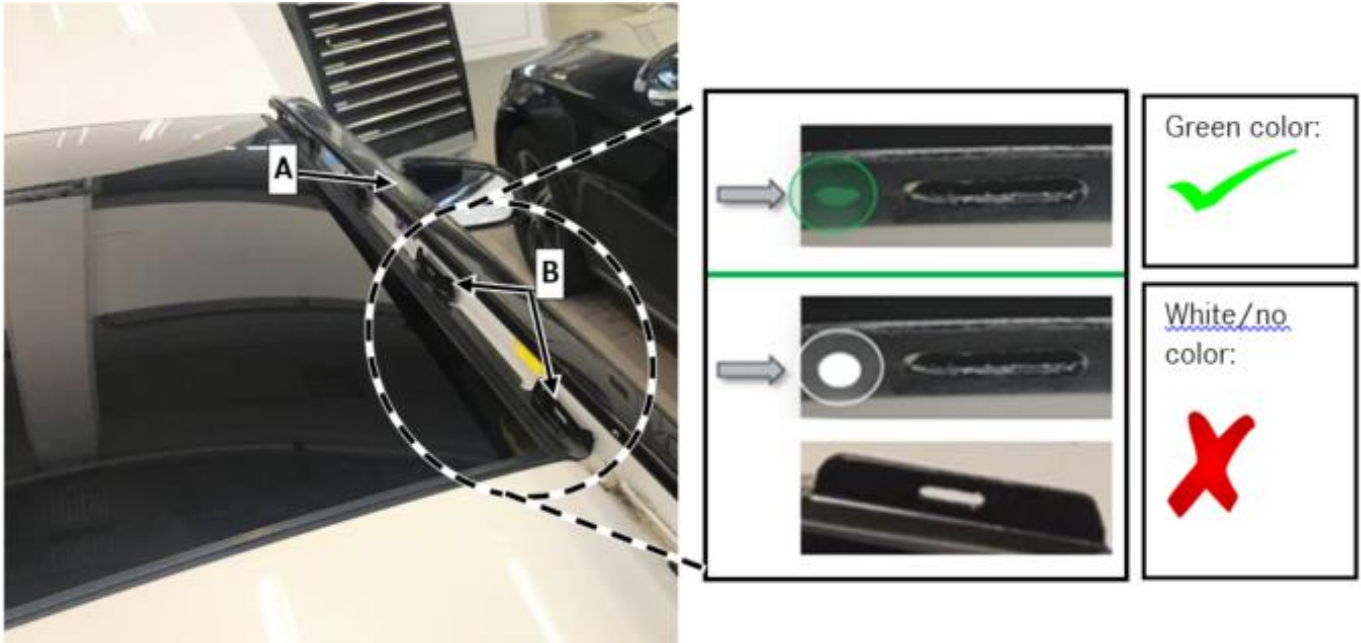
Approximately 465 vehicles are involved.

Order No. P-SC-2020040022

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. Unfasten right drip rail (**A, figure 1**) from the rear to the center of the panoramic sliding sunroof.
2. Check the exterior of the two rear retaining tabs (**B, figure 1**) for green color coding.

**Figure 1**

- a. Green color coding ***not*** present on retaining tabs: Perform **scope of work**.
- b. Green color coding present on retaining tabs: **End measure**.

Work procedure

1. Open hood.
2. Remove right drip rail.
3. Protect the panoramic roof (**C, figure 2**) and roof paneling in the area of the measure with commercially available tape (**D, figure 2**) to prevent damage.

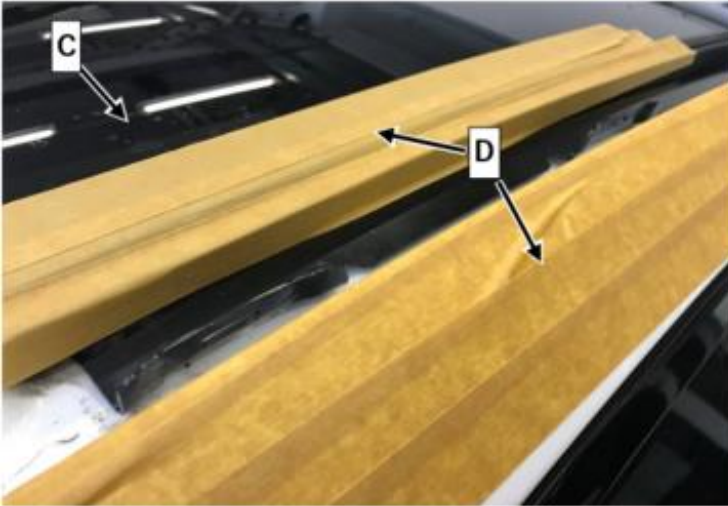


Figure 2

4. Deburr (remove rough edges) the opening in the upper area (**E, figure 3**) on both sides of the retaining tabs (**B, figure 3**).

i Note: a rotary tool with a stone or sand paper bit or just sand paper will work.



Figure 3

5. Clean the retaining tabs and surrounding areas.

6. Coat the areas of the retaining tabs that were worked on with touch-up paint

i **Note:** any color or style of touch up will work to seal the areas.

7. Seal the retaining tabs (**B**, **figure 4**) with preservation agent.



Figure 4

7. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
0.1*	Preservation agent	A 000 986 32 01 09

* One container unit of preservation agent suffices for 10 vehicles.

Warranty Information**With check**

Operation: Check retaining tabs for right drip rail (02-1492)

Damage Code	Operation Number	Labor Time (hrs.)
97 900 14 8	02-1492	0.1

With check and rework

Operation: Check retaining tabs for right drip rail (02-1492)
Rework retaining tabs for right drip rail (after check)(02-1493)

Damage Code	Operation Number	Labor Time (hrs.)
97 900 14 7	02-1492	0.1
	02-1493	0.4

 Note

Operation Number labor times are subject to change