

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 2021060018 Launch Notification](#)
Check Left Front Door for Damage
MY21 205 (C-Class)

Date: July 23, 2021

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. :	Check Left Front Door for Damage
2021060018	21P7290201	
<p>This is to notify you of a Service Campaign launch to check the left front door for damage on 82 Model Year ("MY") 2021 205 (C-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on July 23, 2021.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 C-Class (205 platform) vehicles, the front driver-side door does not correspond with current vehicle specifications and a crack may be present.	
What We're Doing	Mercedes-Benz USA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will check the left front door for damage and repair, if necessary.	
Parts	Parts are available and can be ordered as necessary. The expected replacement rate is ~4%.	
Vehicle Model Year(s)	2021	
Vehicle Model	C-Class	
Vehicle Populations		
Total Campaign Population	82	
Next Steps/Notes		
AOMS/SOMS	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. 2021060018, July 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class vehicles (205 platform)**
Model year 2021

Check Left Front Door for Damage

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 C-Class (205 platform) vehicles, the front driver-side door does not correspond with current vehicle specifications and a crack may be present. An authorized Mercedes-Benz dealer will check the left front door for damage 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 82 vehicles are affected.

Order No. P-SC-2021060018

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

Check left front door for damage, rework if necessary
Model 205

Check/test procedure

1. Open left front door and remove exit lamp (A), (Figure 1), with a plastic wedge.

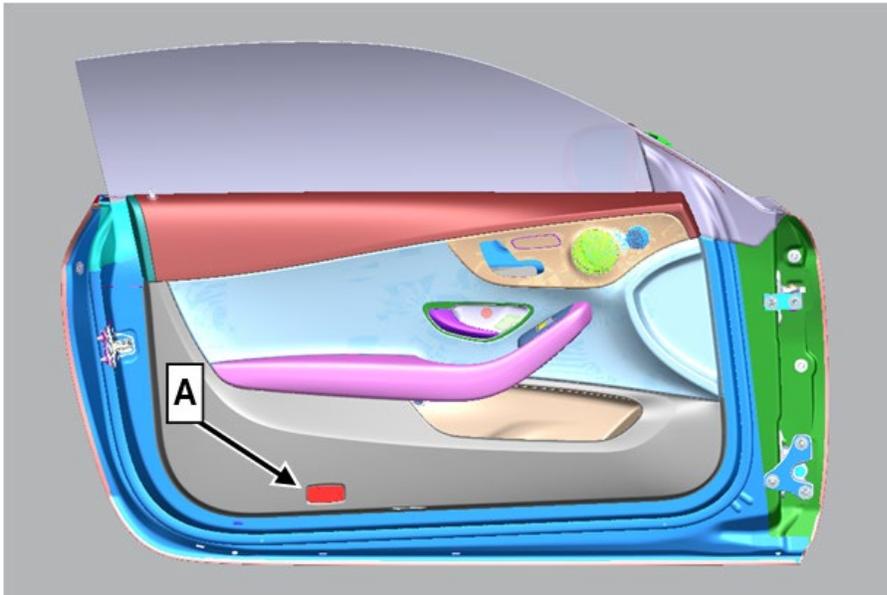


Figure 1

2. Check through the opening of the exit lamp at the door lining, (Figure 2), whether the inner part of the door has a crack (B) in the area of the window lifter threaded connection.

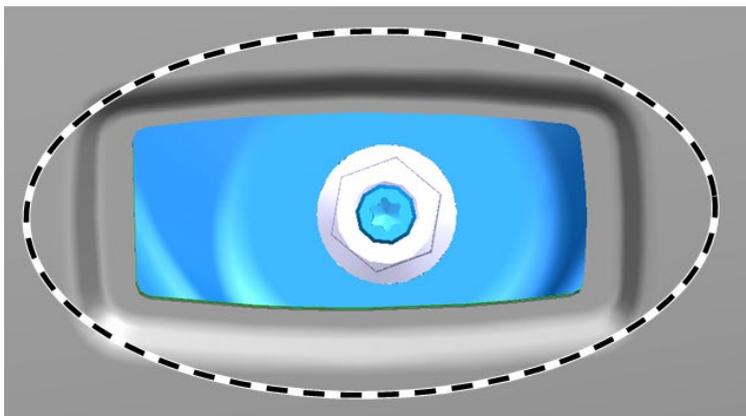


Figure 2



Figure 3

- a. Crack present (Figure 3): Perform **work procedure**.
- b. Crack (Figure 3) **not** present: **End measure**.

Work procedure

1. Remove door lining.
 For basic data, see **AR72.10-P-1000LW**.
2. Drill off crack ends using a Ø3 mm drill bit and deburr with a countersink.
 **Only** drill through front panel. Do **not** drill through the reinforcement of the window lifter mount located behind this.
3. Ensure corrosion protection in area of drill holes and crack using a primer stick.
 For this purpose, apply primer stick and **seam seal** in area of drill holes and crack.
 Observe flash-off time of manufacturer's specifications.
4. Paint affected location with a touch-up paint pen.
5. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
As required	Primer stick	A 000 986 27 50
As required	Seam seal	A 000 989 46 06
As required	Touch-up paint pen	A 000 986 21 50 09 ****
As required	Parts kit touch-up paint pen	A 000 986 23 50 09 ****

**** The 4-digit color code must be determined via Xentry in accordance with the VIN

 Small parts such as screws/bolts, lock nuts, sealing rings, cable ties, fluids, sealant etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

Note:

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: (02-0548) Check left front door for damage
(02-0549) Rework left front door (after check)

Damage Code	Operation Number	Labor Time (hrs.)
72 902 01	02-0548	0.1 h
	02-0549	ZM

Note

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.