

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 Check Right Mounting Support for Cross Strut on Underbody MY21 205, 213, 238, 257, and 290 (C-Class, E-Class, CLS-Class, and GT-Class)	DATE: September 17, 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



Service Campaign Launch Notification		September 17, 2021
Campaign No. :	Campaign Desc. :	Check Right Mounting Support for Cross Strut on Underbody
2021090004	21P6191001	
<p>This is to notify you of the Service Campaign Launch to check the right mounting support for the cross strut on the underbody on 1,163 Model Year (“MY”) 2021 205, 213, 238, 257, and 290 (C-Class, E-Class, CLS-Class, and GT-Class) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on September 17, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 C-Class, E-Class, CLS-Class, and GT-Class (205, 213, 238, 257, and 290 platform), the right mounting support for the cross strut on the underbody might not correspond to current specifications. It is possible that the mounting support could be cracked.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the right mounting support for the cross strut on the affected vehicles and treat the crack with cavity protection wax, if necessary.	
Parts	The Remedy is available and can be performed as necessary. Replacement rate is ~1%.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	C-Class, CLS-Class, E-Class, and GT-Class	
Vehicle Populations		
Total Campaign Population	1,163	
Next Steps/Notes		
AOMS/SOMS	AOMs – This 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. 2021090004, September 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, E-Class, CLS-Class, and GT-Class (205, 213, 238, 257, and 290 platform)
Model Year 2021**

Check Right Mounting Support for Cross Strut on Underbody

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 C-Class, E-Class, CLS-Class, and GT-Class (205, 213, 238, 257, and 290 platform), the right mounting support for the cross strut on the underbody might not correspond to current production specifications. It is possible that the mounting support could be cracked. An authorized Mercedes-Benz dealer will check the right mounting support for the cross strut on the affected vehicles and treat the crack with cavity protection wax, 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 1,163 vehicles are affected.

Order No. P-SC-2021090004

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/test procedure

1. Release underfloor paneling in area of crash strut (B, Figure 1).
2. Unscrew crash strut (B, Figure 1) and move until mounting support is visible.
 -  Screw for center stiffener to frame floor assembly **M10 – 23 Nm**
 -  Screw for center stiffener to frame floor assembly **M6 – 8 Nm**
3. Check **right** mounting support (A, Figure 1) for cracks in area (C, Figure 1) from outside.

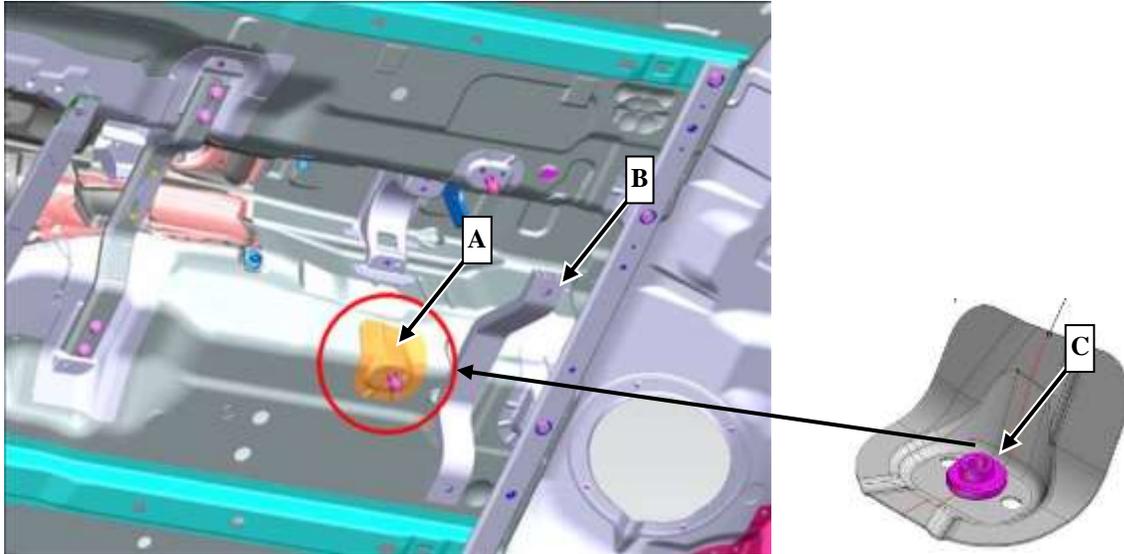


Figure 1

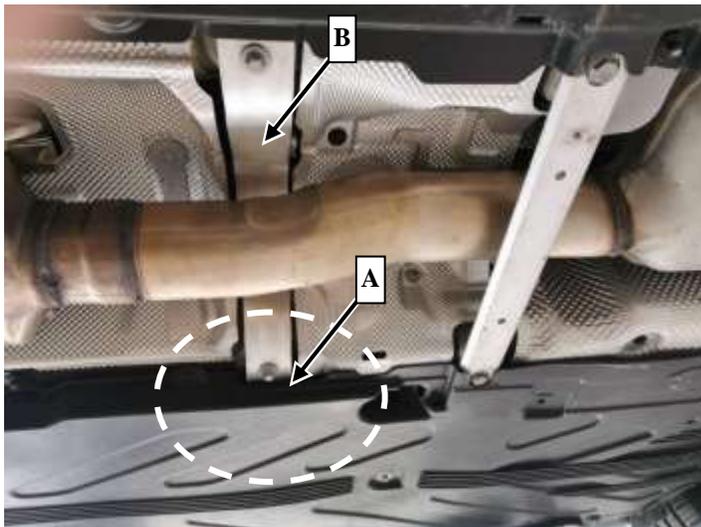


Figure 2

- a. Crack in mounting support (A) in area (C) visible from outside: Carry out **work procedure**.
- b. Mounting support (A) **not** damaged in area (C): **End measure**.

Work procedure

1. Apply cavity protection to crack.

 Caution: Do not let wax come into contact with thread.

2. Assemble in reverse order.

 Screw for center stiffener to frame floor assembly **M10 – 23 Nm**

 Screw for center stiffener to frame floor assembly **M6 – 8 Nm**

Primary Parts Information

Qty.	Part Name	Part Number
1	Cavity sealing wax	A 000 986 72 70 10

 **Note:**

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

Warranty Information**With check**

Operation: (02-0929) Check right mounting support for cross strut on underbody

Damage Code	Operation Number	Labor Time (hrs.)
61 910 01	02-0929	0.4

With check and repair

Operation: (02-0929) Check right mounting support for cross strut on underbody

(02-0930) Repair right mounting support for cross strut on underbody **(after check)**

Damage Code	Operation Number	Labor Time (hrs.)
61 910 01	02-0929	0.4
	02-0930	0.3

 **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.