

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER  
PARTS: GROUP I OF INFORMATION – PARTS & ACCESSORIES BINDER

Campaign No. 2011030004, May 2011

Revision	Date	Purpose
A	05/03/2011	Revision to warranty labor time
	04/08/2011	Initial Issue

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 212, Model Year 2011**  
**Check Vibration Damper, Replace if Necessary**

This Recall Campaign has been initiated because Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined a possible inconsistency during the vulcanization process at the supplier for the vibration damper located on the engine. This can lead to insufficient adhesion between the vibration damper and its inner mass damper ring, which may cause a sudden separation of the inner ring from the vibration damper without prior warning. As a result, the kinetic energy of a separated mass damper ring can create a potential for personal injury when working in the engine compartment while the engine is running. Dealers will check for a production date and replace the vibration damper if necessary.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

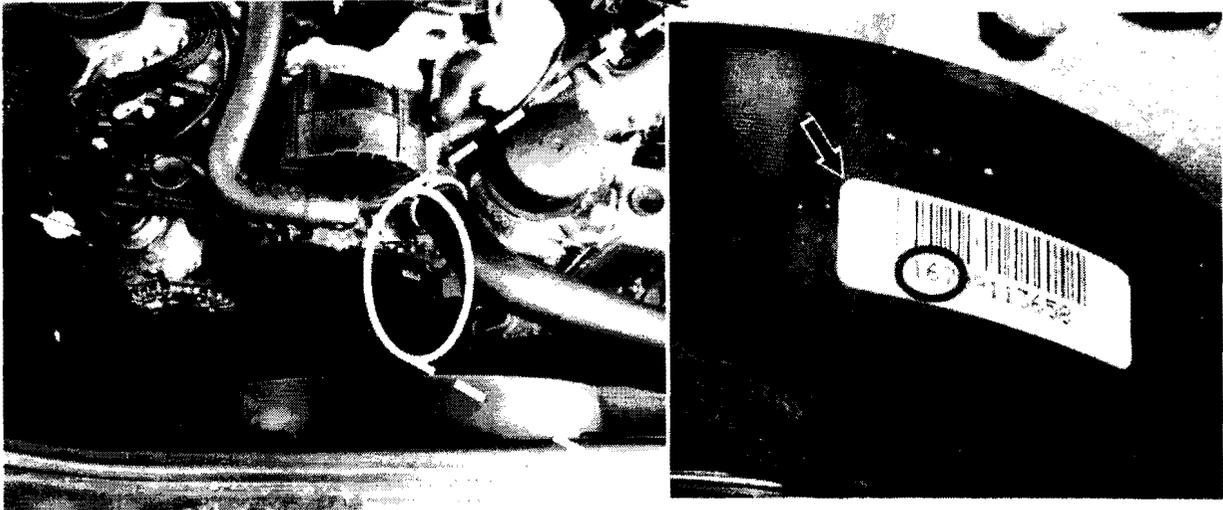
Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 41 vehicles are involved.

Order No. P-RC-2011030004

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.

## Procedure



**Figure 1**

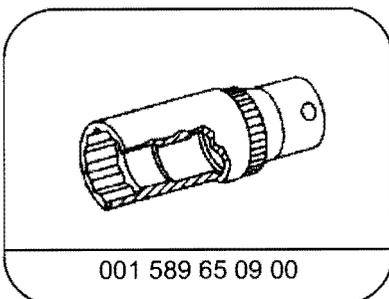
1. Check production date (first 3 digits) on bar code affixed to vibration damper:  
Turn the engine in normal rotation until the bar code sticker (arrow, Figure 1) affixed to the vibration damper is visible:
  - If the first 3 digits **are not** 167 (circled, Figure 1): procedure is complete.
  - If the first 3 digits **are** 167 (circled, Figure 1): proceed to next step.
2. Replace vibration damper, refer to WIS: AR03.30-P-1600EWS.

**Notes** (regarding above WIS instructions):

- Remove engine belt from vibration damper (it's not necessary to completely remove belt from engine).
- 4Matic **only**: It's not necessary to completely remove starter from engine to install retaining lock (special tool). Unbolt starter from engine and unclip (metal) starter harness clip from mount, then move starter to one side.

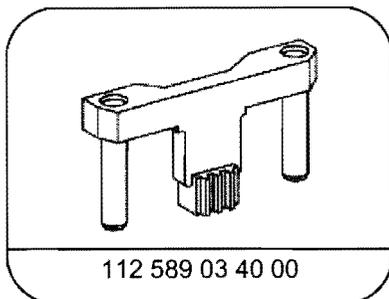
The following repairs may not be claimed under this campaign:

- Check/replace engine belt.
- Check/replace engine drive plate (flywheel).

**Special Tools**

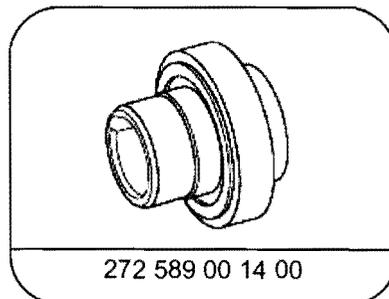
001 589 65 09 00

Wrench socket



112 589 03 40 00

Retaining lock



272 589 00 14 00

Insertion tool

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Vibration damper	A 272 030 08 03	10%
	Radial sealing ring	A 023 997 84 47	
	Vibration damper bolt	A 006 990 70 04	

**Additional Parts Information 4Matic ONLY**

Qty.	Part Name	Part Number	Estimated Replacement Rate
2	Bolt and washer (exhaust pipe to exhaust manifold)	A 170 990 00 10	10%
2	Nut (front exhaust pipe to bracket)	A 002 990 16 54	
1	Clamp (front exhaust pipe to rear exhaust pipe)	A 000 490 13 41	

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

**Warranty Information****Repair 1**

**Operation:** Check production date on vibration damper (02-7154)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
03 900 25 8	02-7154	0.1	FA, FC, FF

**Repair 2**

**Operation:** Check production date on vibration damper (02-7154)

Replace vibration damper (02-7155)

Replace vibration damper (after check) (only Model 212 4matic) (02-7155)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
03 900 25 7	02-7154	0.1	FA, FC, FF
	02-7155 Except 4matic	1.0	FA
	02-7155 Model 212 4matic only	1.9	FC, FF

**NOTE REGARDING CUSTOMER REIMBURSEMENT**

Reimbursement to customers for repairs performed prior to this recall:

If the customer already paid to have this recall campaign condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

Reimbursement is limited to the amount the vibration damper would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 03 900 25 8 as a sublet, utilizing the sublet code of "SUB." Sublet repairs require dealer text as stated in the Warranty Policies and Procedures Manual. Repair date should be the date that the customer paid for the repair.

**Note:**

Please note the claim submitted for customer reimbursement will **not** close the campaign (if still open). If the customer is still in possession of the vehicle with an open campaign, please arrange to close the campaign in the usual manner as described in this bulletin.