DTB

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Group: 32

Revision History

Revision	Date	Purpose
e	6/4/08	Replacemenrt Procedure & Applicable Models Updated
d	10/18/07	Paragraph 1 Updated (statement of Tech. Documentation and EPC)
c	7/18/07	Addition of Note Pertaining to 211 / 219 Airmatic Struts (Section 1)
b	5/5/06	Applicable Models Updated
a	3/15/06	Applicable Models and Replacement Procedure for ABC Struts Updated
-	12/30/04	Initial issue

SUBJECT: **All Model 124, 129, 140, 163, 164, 170, 171, 201, 202, 203, 208, 209, 210, 211, 215, 216, 219, 220, 221, 230, 251 and 463 Vehicles**

Replacement Procedure of Shock Absorbers and Suspension Struts

It has been noted that shock absorbers and suspension struts are repeatedly being replaced in **pairs** for no justifiable reason. When a repair requires the replacement of a shock absorber or suspension strut, **only** replace the damaged part, unless otherwise noted **in technical documentation or the Electronic Parts Catalog (EPC).**

Note: There will be increased focus on the compliance with these rules when performing warranty parts inspection. **DO NOT** replace non-damaged shock absorbers or suspension struts. Warranty claims will be denied in cases where a shock absorber or suspension strut was replaced needlessly.

1) Guideline for Airmatic air suspension struts (Model 164, 211, 219, 220, 221, 251), ABC suspension struts (Model 215, 216, 220, 221, 230), and ADS suspension struts (Model 129, 140, 210)

Note: Not applicable to AMG 211 and 219 Models (211.076/077/276/277 and 219.376/377)

Damage to one suspension strut does not justify the simultaneous replacement of the opposite suspension strut. This also applies to complaints of noise, such as thumping. In such cases, thorough diagnostics to

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determine the responsible suspension strut should be performed by driving each side of the vehicle on a road surface corresponding to the customer complaint. Only the affected suspension strut should be replaced.

Prior to replacing the suspension strut in the semi-supporting systems ABC, Airmatic air suspension, or ADS, relieve the tension on the respective suspension strut to check whether this remedies the noise complaint. To do so, loosen both the upper and lower mountings on the rear suspension struts and retighten to the prescribed torque with the vehicle resting on its wheels.

Experience has revealed that for the front suspension strut, it is sufficient to carry out this procedure on the upper mounting only.

Since it can be assumed that a new Airmatic/ADS suspension strut installed in a high mileage vehicle, would not match with the used suspension strut and thus impair ride comfort and or vehicle dynamics, it is then recommended that these components be replaced in pairs **only after** the vehicle has reached a mileage of at least 50,000 miles (~ 80,000 km). In the cases where a strut may have been previously replaced, the mileage differential between struts must be at least 50,000 miles (~ 80,000 km) in order to replace in pairs.

In contrast to Airmatic/ADS suspension struts or conventional shock absorbers, the ABC suspension struts do **not** have to be replaced in pairs at high mileages (50,000 miles / 80,000 km) as the damping of the vehicle body is taken over by the active actuation of the plunger.

2a) Guidelines for conventional shock absorbers (Models 171, 203, 209, 211 and successor models)
Damage to one shock absorber does not justify the simultaneous replacement of the opposite shock absorber. This also applies to complaints of noise, such as thumping. In such cases, thorough diagnostics to determine the responsible shock absorber should be performed by driving each side of the vehicle on a corresponding road surface. Only the affected shock absorber should be replaced.

Since it can be assumed that a new shock absorber installed in a high mileage vehicle, would not match with the used shock absorber and thus impair ride comfort and or vehicle dynamics, it is then recommended that these components be replaced in pairs **only after** the vehicle has reached a mileage of at least 50,000 miles (~ 80,000 km). In the cases where a strut may have been previously replaced, the mileage differential between struts must be at least 50,000 miles (~ 80,000 km) in order to replace in pairs.

2b) Guideline for conventional shock absorbers (Model 124, 129, 163, 164, 170, 201, 202, 208, 210, 251, 463)
For these models, there exist various shock absorber variants. Thus requiring that the conventional shock absorbers be replaced only in pairs.