

2000 Mercedes Benz Truck ML 320 (163.154) V6-3.2L (112.942)

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Campaign - Catalytic Converter Inspection/Replacement

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FILE:

SERVICE: GROUP 00 OF SERVICE INFORMATION
BINDER

PARTS: GROUP I OF INFORMATION _ PARTS &
ACCESSORIES BINDER

Campaign No. 2005060014, September 2005
Revised November 2005

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT:

MODEL 163, MODEL YEARS 1999 - 2001

INSPECT CATALYST WELDS AND REPLACE [CATALYTIC CONVERTER](#) IF NECESSARY

This revised Service Campaign bulletin 2005060014 supersedes previously issued Service Campaign bulletin 2005060014 released in September 2005. The revision contains new warranty information on pages 9-10 regarding claim submission for inspection when parts are unavailable and an updated customer letter. Please destroy all previous Service Campaign bulletin versions.

This Service Campaign has been initiated because DCAG

has determined that on the affected vehicles (see VIN range below) the [catalytic converters](#) may develop exhaust leaks at the welds causing a louder than normal exhaust/engine noise.

Please review the Effective Serial Number chart located below and if necessary repair the subject vehicles during the vehicle's next service.

<p>Service Campaign 2005 060014</p> <p>November, 2005</p> <p>Dear Mercedes-Benz Owner,</p> <p>This notice is sent to you requesting that you bring your vehicle to your Mercedes-Benz dealer as soon as possible. In our continuing efforts to assure the proper performance of Mercedes-Benz products and to ensure the satisfaction of our customers, Mercedes-Benz USA, LLC has initiated a Service Campaign for certain Model Year 1999, 2000 and 2001 ML 320 and ML 430 vehicles. Our records indicate that your vehicle is included in the population of affected vehicles.</p> <p>The catalytic converters on the affected vehicles will be inspected for cracked welds. This Service Campaign will address this issue by replacing the catalyst if the inspection reveals that the welds are cracked. Both the inspection and replacement (where required as a result of the inspection) will be performed at no charge. This Service Campaign does not cover any other emissions related components and standard warranty terms and exclusions apply to those components.</p> <p>Your authorized Mercedes-Benz dealer is available to provide this service, free of charge. The working time required can be as high as four hours if your vehicle needs catalytic converter replacement. As a matter of normal service process, your authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience or as part of your next scheduled maintenance. Please mention Service Campaign #2005 060014.</p> <p>If you are no longer the vehicle owner, or had a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receives this notice, please forward this information by first class mail to the lessee.</p> <p>Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this program. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCedes. (1-800-367-6372).</p> <p>If your vehicle has exceeded the warranty's mileage period, and you have already paid to have a portion of your catalytic converter system replaced due to the above described catalyst condition, you may be eligible to receive reimbursement. Reimbursement for your replacement costs can be obtained by presenting adequate documentation of those expenses to your authorized Mercedes-Benz dealer. Please see the reverse side of this notice for details. Contact your Mercedes-Benz dealer for more information on obtaining this reimbursement.</p> <p>If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge, please call 1-800 FOR-MERCedes (1-800-367-6372).</p> <p>We hope that you are enjoying your Mercedes-Benz and we apologize for any inconvenience you may experience as a result of this issue.</p> <p>Sincerely,</p> <p>Klaus Ulkann Vice President, Customer Services</p>

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Included is a sample copy of a letter which owners of the

affected vehicles will receive.

Prior to performing this Service Campaign:

- ^ Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.
- ^ Please review the entire Service Campaign bulletin.

Approximately 79,119 vehicles are affected.

Models	Chassis End Number	
	From	To
163.154	A036519	A260405
163.172	A057639	A260575

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Effective Serial Number Range

Note :VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. VMI always overrides the bulletin in reference to a specific vehicle's inclusion in a particular campaign. Please also note that Recalls and Service Campaigns do not expire and may also be performed on a vehicle with a vehicle status indicator.

Procedure

A. VISUALLY INSPECT CATALYTIC CONVERTERS

1. Place vehicle on lift (refer to WIS: AR00.60-P-1000GH).



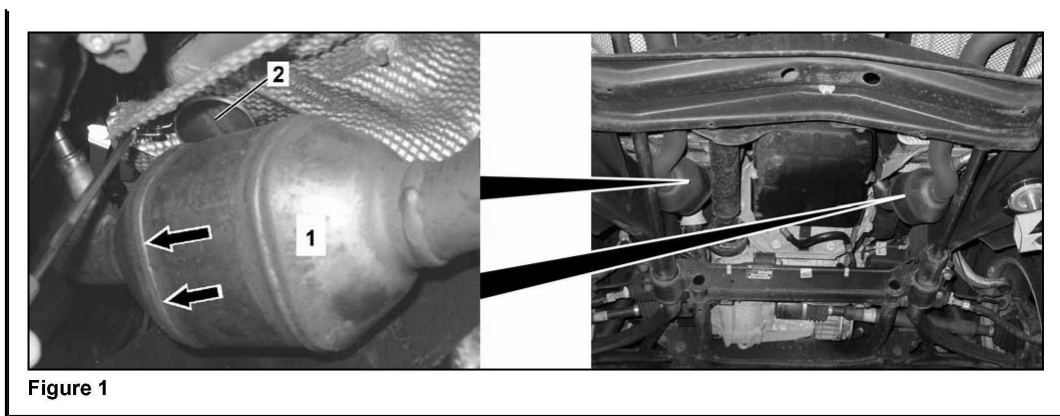


Figure 1

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2. Visually inspect catalytic converter (1 Figure 1) for cracks and/or black exhaust residue at weld seam (arrows).

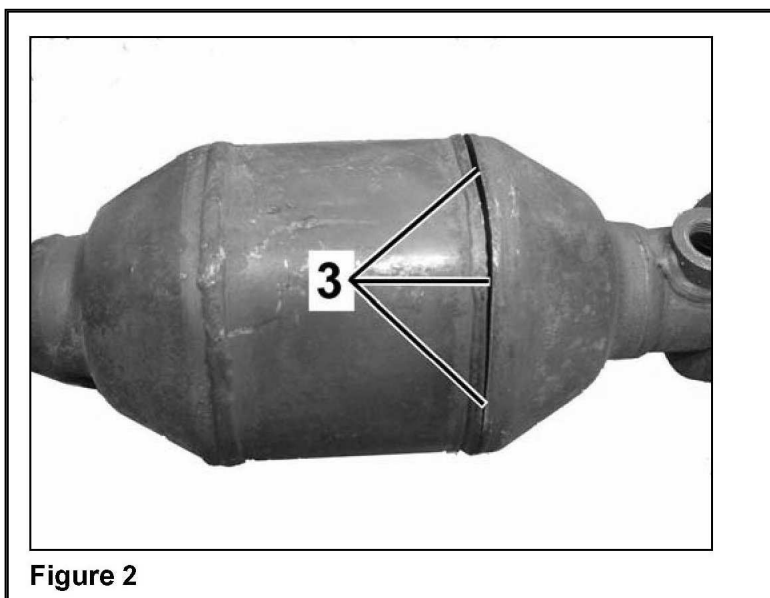
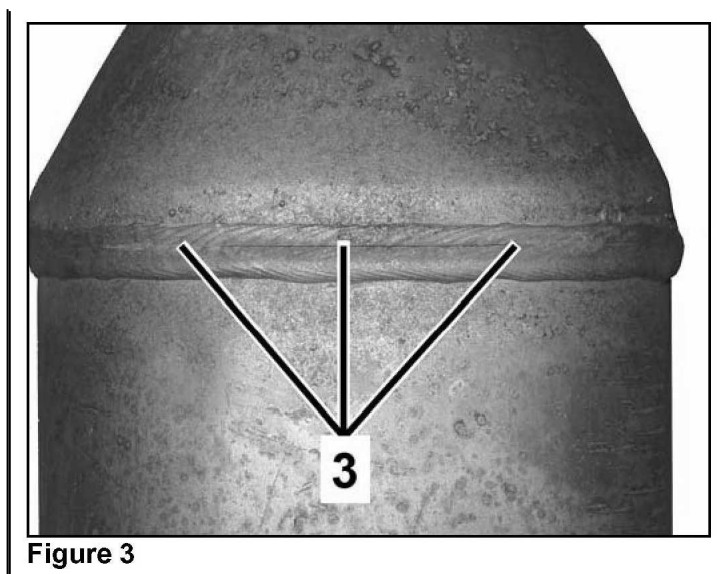


Figure 2

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Note :Use mirror (2) to inspect upper surfaces. If cracks (3, Figures 2, 3) and/or black exhaust residue are present at weld seam proceed to subject

C: Replace [catalytic converter](#)/front exhaust system.

Note :

^ Hairline cracks on top welds of [catalytic converters](#) may be very difficult to detect during the visual inspection. Therefore, ensure this area is well illuminated when inspecting with mirror.



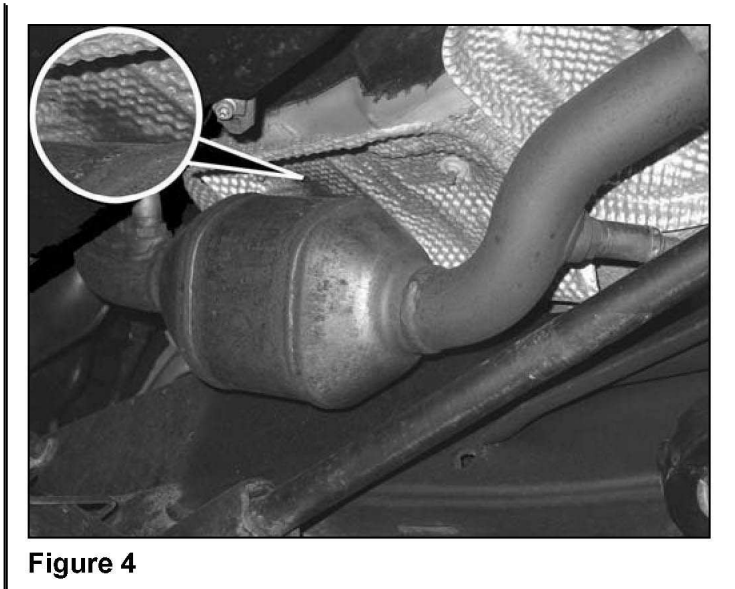


Figure 4

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^ Black exhaust residue (Figure 4) found on [heat shield](#) directly above [catalytic converter](#) welds will also indicate a cracked weld.

^ If visual inspection is inconclusive (no visual cracks or black exhaust residue found), proceed to subject B: Perform exhaust gas leak test using leak detector.

B. PERFORM EXHAUST GAS LEAK TEST USING LEAK DETECTOR

WARNING! Exhaust system will become hot within a short time after starting engine causing injury to body parts that may come in contact with hot exhaust components. Wear protective clothing as needed (e.g., gloves, long sleeve shirts).

Note :

^ Engine must be cold when performing leak test or smaller cracks cannot be detected. Both [catalytic converters](#) must be tested before they become warm.

^ Suitable leak detecting equipment (shop equipment) must be used e.g.:

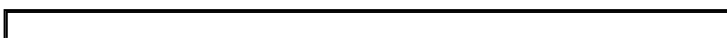


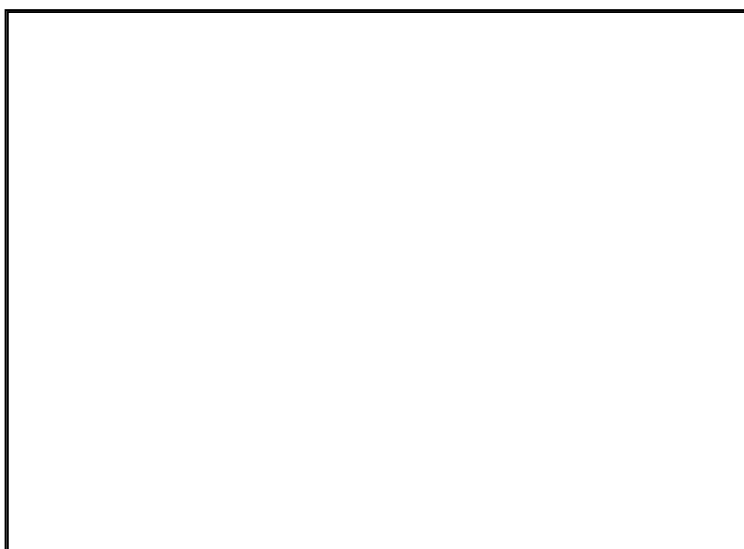


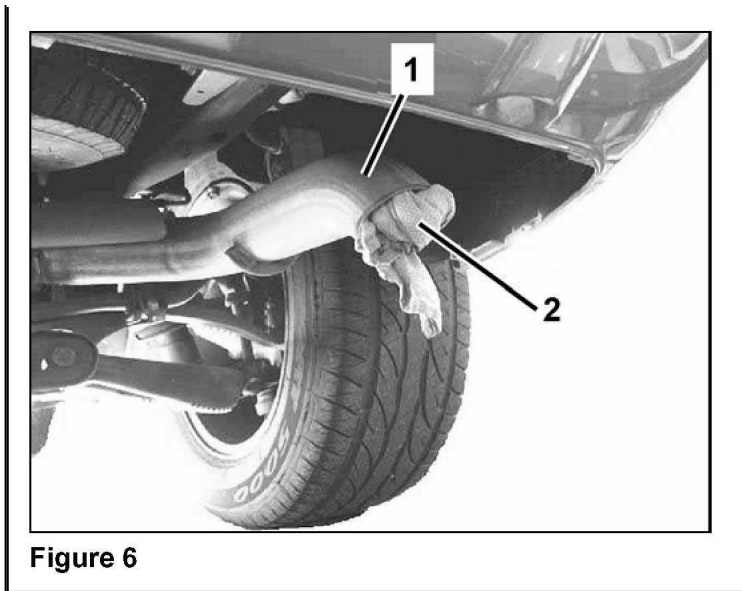
Figure 5

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- HI TECH Instruments HI 300 TEL (Figure 5)
- Robinair 42-16600, TIF ZX-1
- Snap-On ACT755, CPS L5790B
- ^ Adjust leak detector (Figure 5) sensitivity to detect exhaust gas using a vehicle not involved with this campaign (this will help to prevent heating of [catalytic converters](#) on vehicle being campaigned).
- ^ Leak detector (Figure 5) will check for any change in ambient air quality. An exhaust gas leak will affect the quality of the ambient air around the [catalytic converter](#).

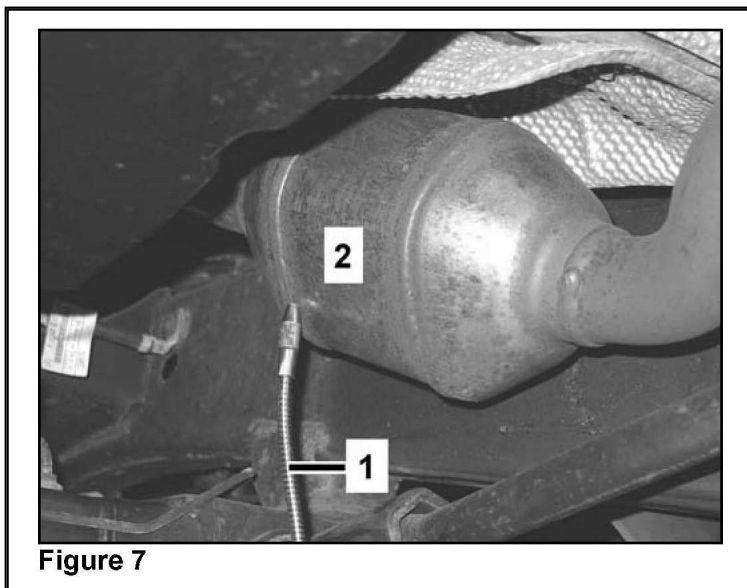




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1. Plug tail pipe (1, Figure 6) of vehicle (e.g., wet rag [2]).
2. Start engine.



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3. Check for exhaust gas leaks at weld seam with leak detector (1 Figure 7) starting with the left [catalytic converter](#) first.
4. Repeat exhaust gas leak test on right [catalytic converter](#) (2) before it becomes warm.

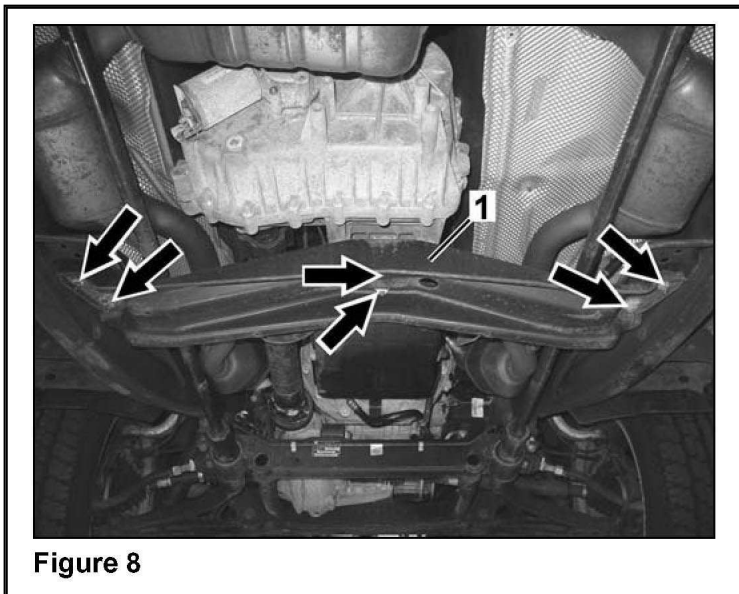
5. Remove exhaust plug (2, Figure 6).
6. If exhaust gas leak is detected proceed to subject C:
Replace [catalytic converter](#)/front exhaust system.

C. REPLACE [CATALYTIC CONVERTER](#)/FRONT EXHAUST SYSTEM

Note :Please refer to pages 9-10 for procedures if part(s) are backordered.

1. Remove the transmission support cross member:

^ Support transmission and transfer case with an under hoist stand.



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^ Remove 6 nuts (arrows Figure 8), remove cross member (1).

2. Remove front springs WIS:

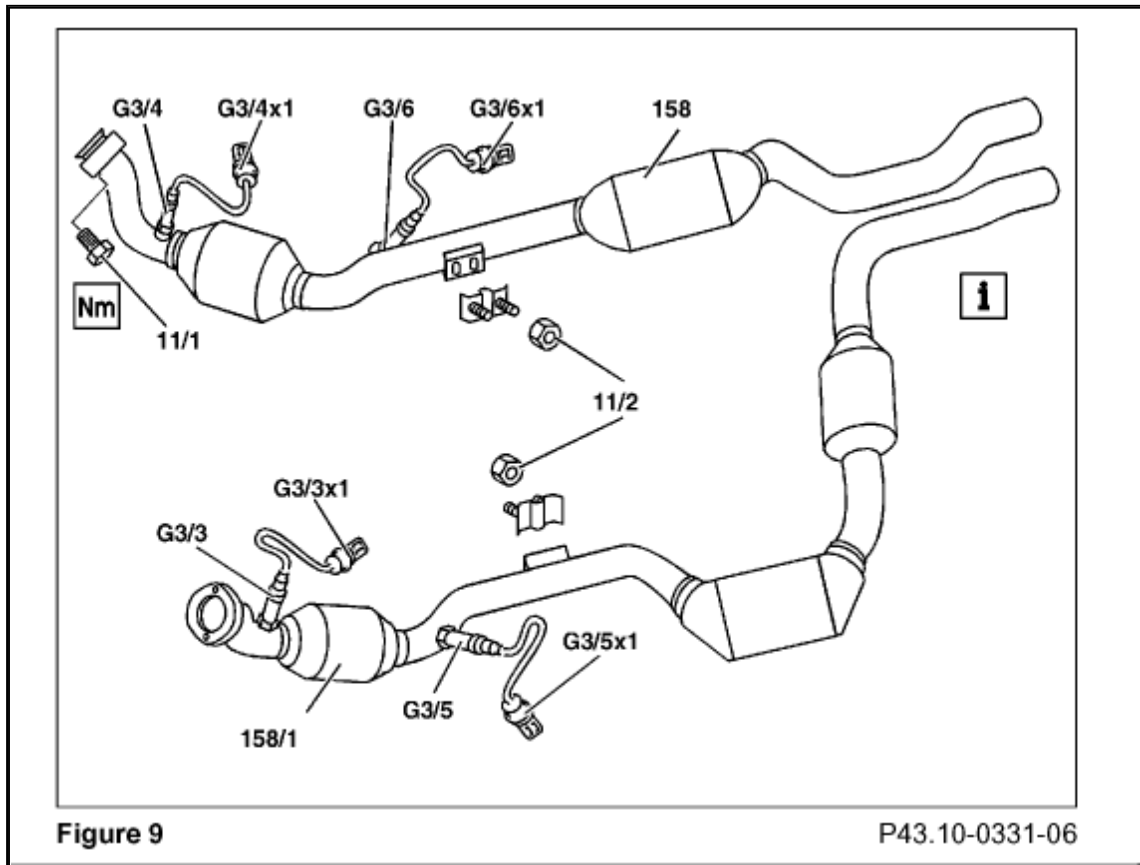
AR32.20-P-0200GH.

Notes to the above WIS instructions:

^ When removing the torsion bars it is not necessary to

perform the following steps in the WIS instructions: 4, 7, 8, and 11.

- ^ Step 5: Spray the inside of the torsion bar sleeve with penetrating oil (helps reduce binding when sliding sleeve over torsion bar)
- ^ When reinstalling torsion bars, make sure to set proper spring preload (step 2) or ride height will be incorrect.

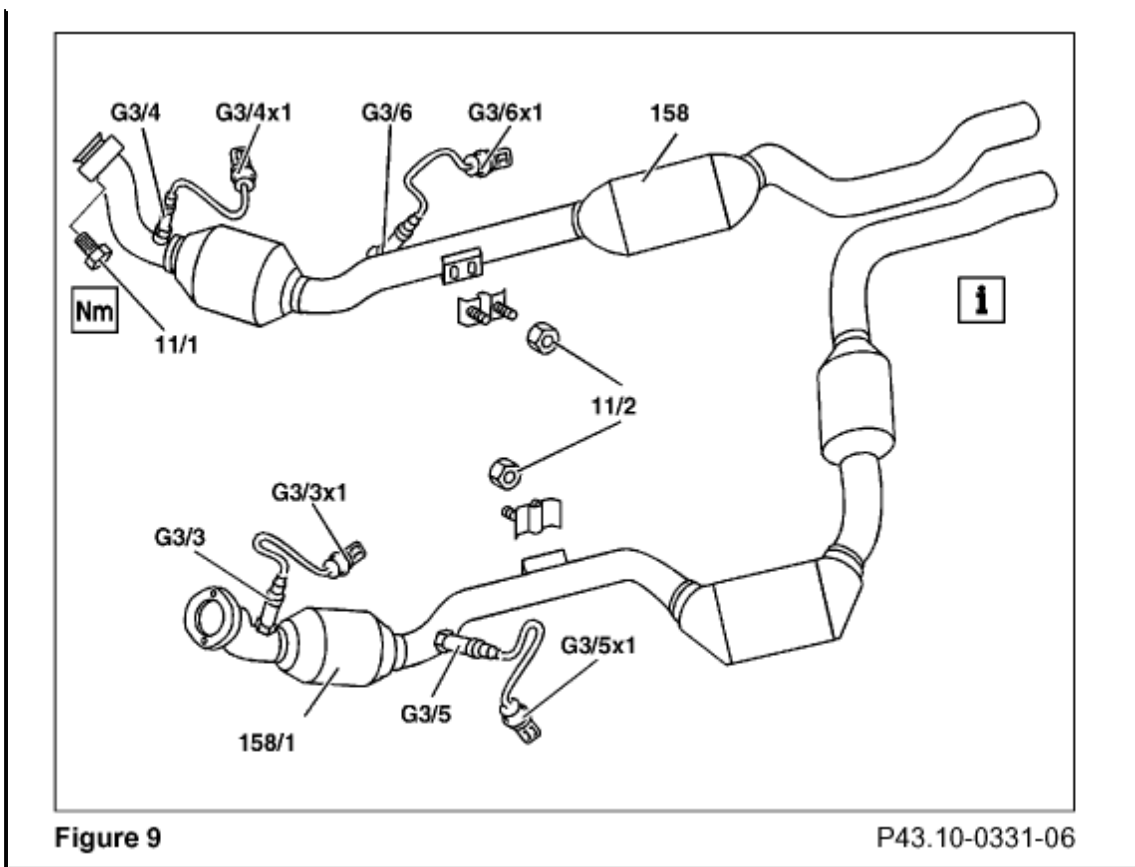


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3. Disconnect oxygen sensor connectors (G3/3x1- G3/6x1 Figure 9) from wire harness connectors refer to WIS: AR14.00-P-5303GH.
4. Loosen exhaust clamps (welded to [muffler](#)).

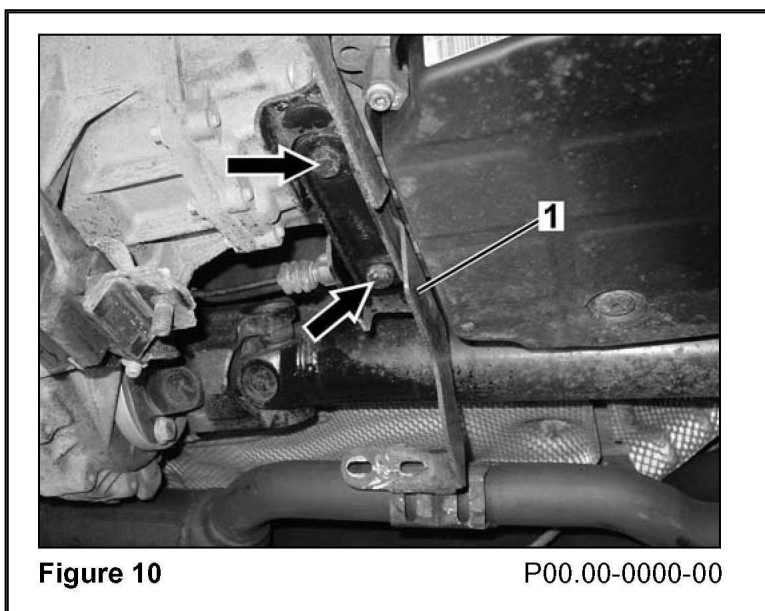




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5. Disconnect [catalytic converter](#)/front exhaust system (158, Figure 9) from rear exhaust.
6. Remove exhaust hanger bracket:



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- ^ Remove 4 nuts (1 1/2, Figure 9) from exhaust hanger bracket (1 Figure 10).
- ^ Remove 2 bolts (arrows, Figure 10) securing front exhaust hanger bracket (1), remove exhaust hanger bracket (1).
- 7. Model 163.172 only: Remove both fender liners in wheel well WIS: AR88.10-P-1300GH.
- 8. Remove head pipe flange connection bolts (1 1/1, Figure 9).

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Front exhaust system, Left Model 163.154 up to A221505	A 163 490 81 14	25%
1	Front exhaust system, Right Model 163.154 up to A221505	A 163 490 78 14	25%
1	Front exhaust system, Left Model 163.154 as of A221506	A 163 490 89 14	25%
1	Front exhaust system, Right Model 163.154 as of A221506	A 163 490 88 14	25%
1	Front exhaust system, Left Model 163.172 up to A221505	A 163 490 85 14	25%
1	Front exhaust system, Right Model 163.172 up to A221505	A 163 490 84 14	25%
1	Front exhaust system, Left Model 163.172 as of A221506	A 163 490 91 14	25%
1	Front exhaust system, Right Model 163.172 as of A221506	A 163 490 90 14	25%
4	Exhaust hanger bracket nuts	A 140 990 07 50	25%

NOTE:
THE FOLLOWING SECONDARY PART(S) IS/ARE NOT TO BE ORDERED IN EQUAL QUANTITIES AS THE PRIMARY PART(S). THEREFORE DO NOT PACKAGE OR KIT CAMPAIGN PARTS TOGETHER SINCE NOT ALL VEHICLES WILL REQUIRE THESE PARTS.

Secondary Parts Information			
Qty.	Part Name	Part Number	Estimated Replacement Rate
As Required (Maximum of 4)	Exhaust manifold rivet nuts	A 129 990 04 10	25%
As Required (Maximum of 4)	Head pipe flange bolts	A 000 990 25 52	25%

Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are 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:

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Primary Parts Information

Repair 1 (Visual and gas leak check, no replacement required.)

Operation: Weld seams- front catalysts, visually check for cracks (02-4813)
Gas leak tester, check for leaks (02-4814)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
14 931 06 8	02-4813	0.2 hrs.	K1, K2
	02-4814	0.2 hrs.	K1, K2

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Repair 2 (Visual check, crack visible, replace one catalyst.)

Operation: Weld seams- front catalysts, visually check for cracks (02-4813)
Catalyst (one)(after testing), replace (02-4815)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
14 931 06 7	02-4813	0.2 hrs.	K1, K2
	02-4815	2.4 hrs.	K1, K2

Repair 3 (Visual check, crack visible, replace both catalysts.)

Operation: Weld seams- front catalysts, visually check for cracks (02-4813)
Catalysts (both)(after testing), replace (02-4816)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
14 931 06 7	02-4813	0.2 hrs.	K1, K2
	02-4816	3.8 hrs.	K1, K2

Repair 4 (Visual and gas leak check, leak detected, replace one catalyst.)

Operation: Weld seams- front catalysts, visually check for cracks (02-4813)
Gas leak tester, check for leaks (02-4814)
Catalyst (one)(after testing), replace (02-4815)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
14 931 06 7	02-4813	0.2 hrs.	K1, K2
	02-4814	0.2 hrs.	K1, K2
	02-4815	2.4 hrs.	K1, K2

Repair 5 (Visual and gas leak check, leak detected, replace both catalysts.)

Operation: Weld seams- front catalysts, visually check for cracks (02-4813)
Gas leak tester, check for leaks (02-4814)
Catalysts (both)(after testing), replace (02-4816)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
14 931 06 7	02-4813	0.2 hrs.	K1, K2
	02-4814	0.2 hrs.	K1, K2
	02-4816	3.8 hrs.	K1, K2

Note:
All replaced catalytic converters must be returned to the Quality Evaluation Center (QEC) indicated by NetStar parts disposition. Warranty claims for catalytic converters that are not found with cracks or leaking will be debited and the corresponding parts will be sent back to the dealer.

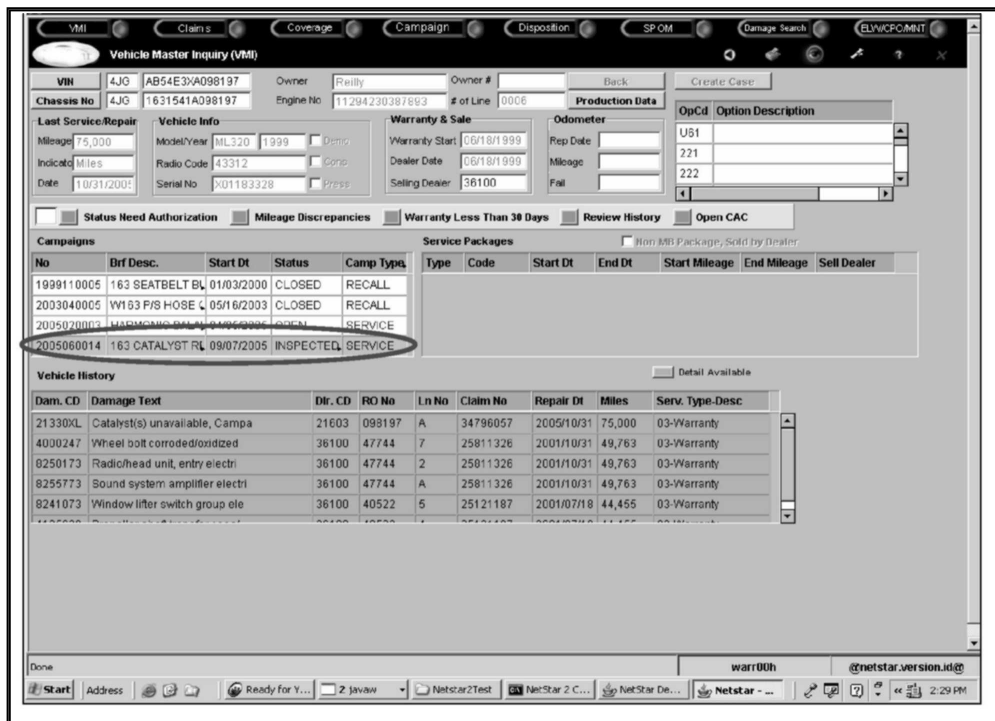
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Warranty Information

NOTE REGARDING SUBMITTING CLAIMS FOR INSPECTION WHERE PART(S) IS ON BACK ORDER

We have established a new damage code to be used when submitting a claim for the inspection labor on a vehicle where the needed part is on back-order. Damage code 21330 can only be used for vehicles that show the campaign as open in VMI. Utilizing this damage code (see Repair 6 & 7 described later in this bulletin) will allow dealers to receive payment for inspections even though the part is not currently available. An additional and important benefit is that this process will change the status of the campaign without closing it. This will allow for claim submission of the repair when parts become available and will allow for easy identification of vehicles that have been inspected but still require catalyst replacement.



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After claim submission, VMI will show the campaign as "Inspected" and be highlighted in orange, which is used as a visual "announcement" (see screen shot) to let you know that the vehicle has already been inspected but still require catalyst replacement.

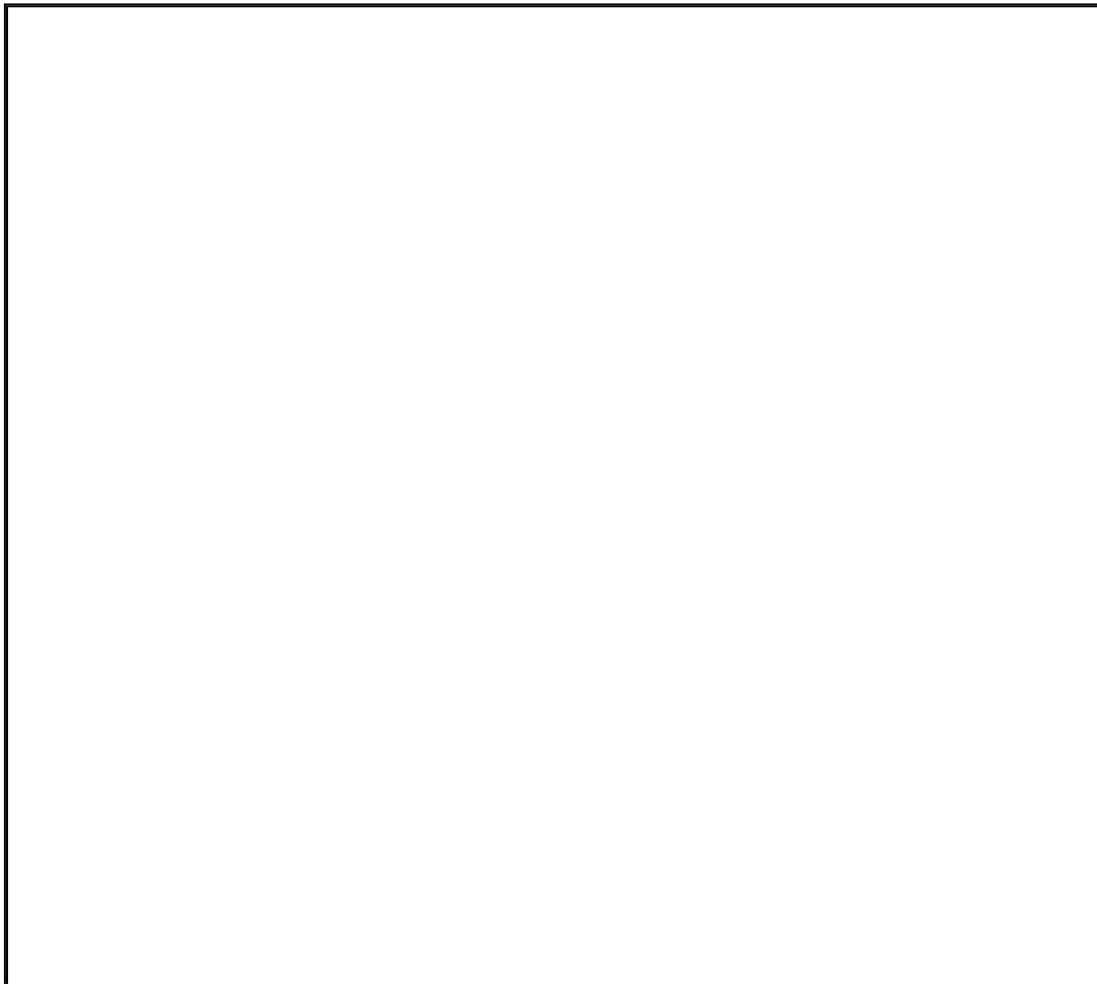
If at the time of checking VMI, the campaign is orange and

the parts are now available, then repair the vehicle and submit a claim as Repair 8 or 9 (described later in this bulletin). This will then close the campaign and remove the orange "announcement".

You cannot claim the inspection labor operations a second time as these have already been paid. When submitting a claim under the above circumstance for vehicles beyond 48/50 warranty, please use 090930 for the authorization number. There are two new error codes that may be returned to you after claim submission.

^ 891 - Opcodes 02-4813 & 02-4814 not claimable, reimbursed over DC 21330.

^ 892 - DC 21330 not claimable, vehicle not in Campaign 2005060014 or Campaign closed.



Damage Code

- 21330 – XL 8: Catalyst(s) unavailable, Campaign 2005 060014, Left catalyst requires replacement, part back-ordered
- 21330 – XR 8: Catalyst(s) unavailable, Campaign 2005 060014, Right catalyst requires replacement, part back-ordered
- 21330 – XB 8: Catalyst(s) unavailable, Campaign 2005 060014, Both catalysts require replacement, L, R or both back-ordered

Operation: Weld seams- front catalysts, visually check for cracks (02-4813)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
See Above	02-4813	0.2 hrs.	K1, K2

Repair 7 (Visual and gas leak check, leak detected, catalyst ordered- INSPECTION ONLY)

Please use the correct damage code type for the back-ordered catalyst

Damage Code

- 21330 – XL 8: Catalyst(s) unavailable, Campaign 2005 060014, Left catalyst requires replacement, part back-ordered
- 21330 – XR 8: Catalyst(s) unavailable, Campaign 2005 060014, Right catalyst requires replacement, part back-ordered
- 21330 – XB 8: Catalyst(s) unavailable, Campaign 2005 060014, Both catalysts require replacement, L, R or both back-ordered

Operation: Weld seams- front catalysts, visually check for cracks (02-4813)
Gas leak tester, check for leaks (02-4814)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
See Above	02-4813	0.2 hrs.	K1, K2
	02-4814	0.2 hrs.	K1, K2

Repair 8 (Replace one catalyst ONLY)

Operation: Catalyst (one)(after testing), replace (02-4815)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
14 931 06 7	02-4815	2.4 hrs.	K1, K2

Repair 9 (Replace both catalysts ONLY)

Operation: Catalysts (both)(after testing), replace (02-4816)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
14 931 06 7	02-4816	3.8 hrs.	K1, K2

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Repair 6 (Visual check, crack visible, catalyst ordered- INSPECTION ONLY) Please use the correct damage code type for the back-ordered catalyst

NOTE REGARDING CUSTOMER REIMBURSEMENT

Reimbursement to customers for repairs performed prior to this service campaign:

If the customer already paid to have this service 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 repair of the [catalytic converter](#), and related parts associated to these replacements (ex. nuts, bolts) would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 14931068 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.

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