

MODEL 124, 129, 140, 163, 164, 168, 169, 170, 171, 201, 202, 203, 204, 207, 208, 209, 210, 211, 212, 215, 216, 219, 220, 221, 230, 240, 245, 251, 461, 463

i By means of defective part return deliveries we have determined that again and again the shock absorbers or suspension struts are replaced in pairs.

During warranty parts inspection, we will be looking closely to ensure that this policy is complied with.

Replaced damage part only. This rule should also be followed when the customer is paying for the repair!

1) Guideline for air suspension struts (model 164, 211, 212, 219, 220, 221, 240, 251) ADS-suspension struts (model 129, 210, 140) and adjustment damping (model 204, 207):

If a shock absorber or suspension strut is damaged, this does not justify replacing the opposite shock absorber or suspension strut.

This also applies to complaints about noise, such as thumping. Here, diagnosis of the responsible damper should be done by driving one side of the vehicle on a corresponding road surface, or by swapping the dampers left/right if possible. Only replaced the diagnosed shock absorber/suspension strut.

Before replacing suspension struts/dampers of the air suspension and ADS systems the first thing to do is to release the load on the corresponding suspension strut/damper and to check whether the noise complaint is eliminated as a result.

To do so, loosen both the upper and lower mountings on the rear suspension struts/shock absorbers and retighten to the prescribed torque with the vehicle resting on its wheels.

On the front suspension struts/ dampers it is sufficient to only carry this out at the top mounting.

Since it can be assumed that a new shock absorber installed in a high-mileage vehicle would not harmonize with the used shock absorber and thus impair ride comfort and/or vehicle dynamics, we recommend replacing these parts in pairs after the vehicle has traveled at least 80,000 km.

Exception:

There is only one exception to this rule and this concerns the first vehicles of model 221.

There we recommend only on vehicles with vehicle identification number up to 221.### #A 015400 for the rear axle and up to 221.### #A 027500 for the front axle in the case of the complaint of grunting noises, as an exception a replacement in pairs.

This exception is based on the fact that on this subject there is the probability that the customer makes the same complaint caused by the suspension strut on the other side.

2a) Guideline for conventional dampers (model 164, 168, 169, 171, 203, 204, 207, 209, 211, 212, 219, 230, 245, 251 and succeeding generations):

Damage to a shock absorber or suspension strut does not justify the simultaneous replacement of the opposite shock absorber or suspension strut.

This also applies to complaints about noise, such as thumping. Here, diagnosis of the responsible damper should be done by driving one side of the vehicle on a corresponding road surface, or by swapping the dampers left/right if possible. Only replaced the diagnosed shock absorber/suspension strut.

Since it can be assumed that a new shock absorber installed in a high-mileage vehicle would not harmonize with the used shock absorber and thus impair ride comfort and/or vehicle dynamics, we recommend replacing these parts in pairs after the vehicle has traveled at least 80,000 km.

2b) Guideline for conventional shock absorbers (model 124, 129, 140, 163, 170, 201, 202, 208, 210, 461, 463):

For these models, various shock absorber variants have standardized replacement parts.

For this reason, conventional shock absorbers on these models MUST be replaced in pairs.

3) Guideline for ABC suspension struts (model 215, 216, 220, 230, 221):

If an ABC suspension strut is damaged, this does not justify replacing the opposite suspension strut simultaneously.

This also applies to complaints about noise, such as thumping. Here, if necessary, the suspension strut causing the problem should be determined by driving one side of the vehicle over corresponding road conditions. Only then should the diagnosed ABC suspension strut be replaced.

Before replacing ABC system suspension struts with a noise complaint, the first thing to do is to release the load on the corresponding suspension strut and to check whether the noise complaint is eliminated as a result.

To do this, on the rear suspension struts loosen both the upper and lower mounting and tighten to the specified torque again and in the ready-to-drive condition (i.e. the vehicle is on its wheels). On the front suspension struts it is sufficient to only carry this out at the top mounting.

In contrast to air/ADS-suspension struts or conventional shock absorbers the ABC-suspension struts also do not have to be replaced in pairs at higher mileages (more than 80 000 km) as the damping of the vehicle body is taken over by the active actuation of the plunger. These work wear-free! Passive wheel damping by the shock absorber integrated in the suspension strut plays a subordinate role.