



How to change rear  
shock absorbers on  
**Mercedes W204** –  
replacement guide

## VIDEO TUTORIAL



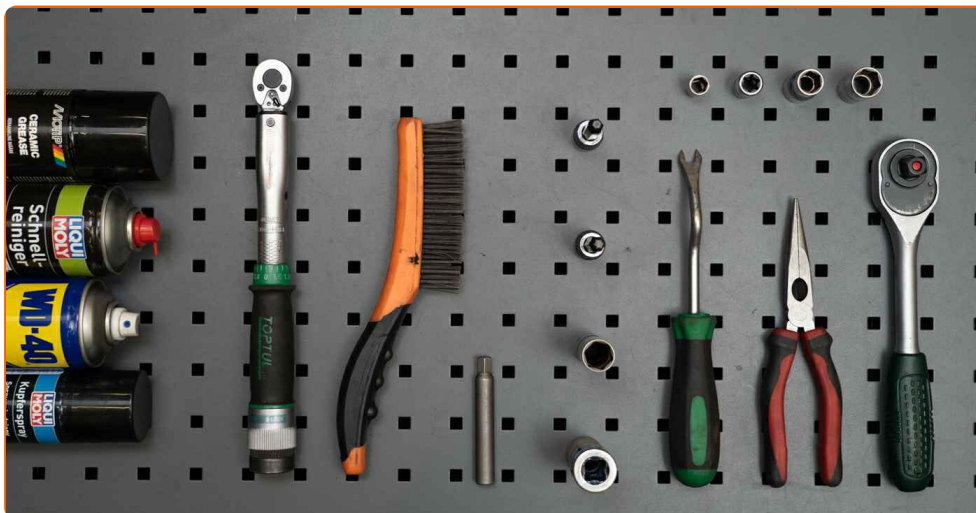
### Important!

This replacement procedure can be used for:

MERCEDES-BENZ C-Class T-modell (S204) C 250 CGI (204.247), MERCEDES-BENZ C-Class Saloon (W204) C 180 CDI (204.000), MERCEDES-BENZ C-Class Saloon (W204) C 200 CDI (204.001), MERCEDES-BENZ C-Class Saloon (W204) C 250 CDI 4-matic (204.082), MERCEDES-BENZ C-Class Saloon (W204) C 300 CDI 4-matic (204.092), MERCEDES-BENZ C-Class Saloon (W204) C 350 (204.057), MERCEDES-BENZ C-Class Saloon (W204) C 350 4-matic (204.088), MERCEDES-BENZ C-Class T-modell (S204) C 200 CDI (204.201), MERCEDES-BENZ C-Class T-modell (S204) C 250 CDI 4-matic (204.282), MERCEDES-BENZ C-Class Saloon (W204) C 350 CDI (204.023), MERCEDES-BENZ C-Class T-modell (S204) C 180 CDI (204.200), MERCEDES-BENZ C-Class T-modell (S204) C 350 CDI (204.223), MERCEDES-BENZ C-Class T-modell (S204) C 350 CGI (204.257), MERCEDES-BENZ C-Class Saloon (W204) C 200 CDI (204.007, 204.006), MERCEDES-BENZ C-Class Saloon (W204) C 320 CDI (204.022), (+ 43)

The steps may slightly vary depending on the car design.

**REPLACEMENT: SHOCK ABSORBERS – MERCEDES W204. LIST OF THE TOOLS YOU'LL NEED:**



- Wire brush
- WD-40 spray
- Brake cleaner
- Ceramic grease
- Copper grease
- Torque wrench
- Drive socket # 10
- Drive socket # 13
- Drive socket # 16
- Torx bit E14
- Torx bit T40
- HEX bit no.H5
- 17-mm strut nut socket
- Shock absorber socket # DD6
- Wheel impact socket #17
- Ratchet wrench
- Clip removal tool
- Long nose pliers
- Vice
- Hydraulic transmission jack
- Wheel chock

**BUY TOOLS**

Replacement: shock absorbers – Mercedes W204. Tip from AUTODOC:

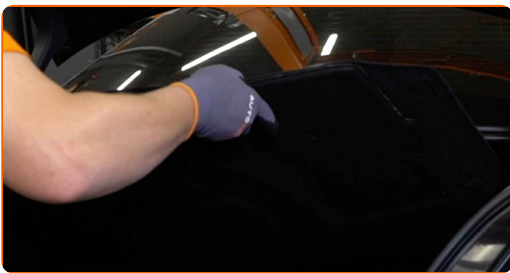
- Both shock absorbers of the rear suspension should be replaced simultaneously.
- The replacement procedure is identical for the left and right shock absorbers of the rear suspension.
- Please note: all work on the car – Mercedes W204 – should be done with the engine switched off.

**CARRY OUT REPLACEMENT IN THE FOLLOWING ORDER:**

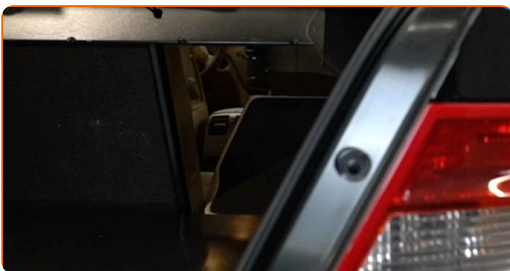
1 Open the boot lid.



2 Remove the boot floor panel.



3 Fold down the backrests of the rear seats.



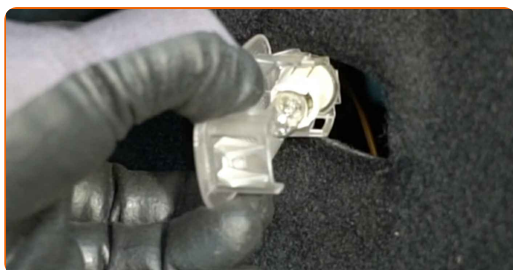
**4** Remove the clips of the boot side lining. Use a clip removal tool.



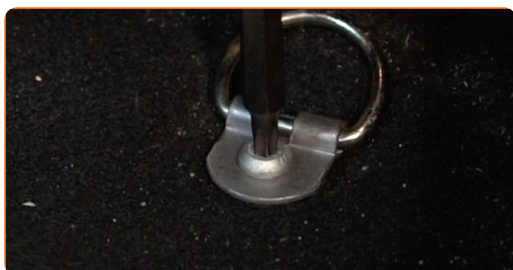
**5** Remove the cover of the boot side lining.



**6** Remove the boot side light. Use a clip removal tool.



**7** Unscrew the fastener and remove the boot lashing eye. Use Torx T40. Use a ratchet wrench.



8

Unscrew the fasteners of the boot sill panel. Use a drive socket #10. Use a ratchet wrench.



9

Detach the boot sill panel.

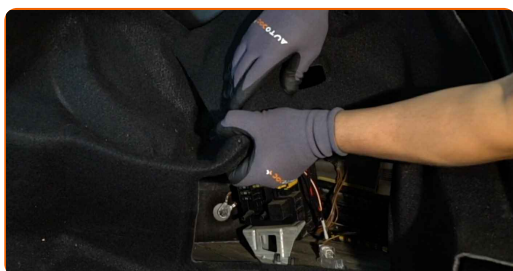


**AUTODOC recommends:**

- Replacement: shock absorbers – Mercedes W204. Do not use excessive force when removing the part as this may damage it.

10

Detach the boot side lining.



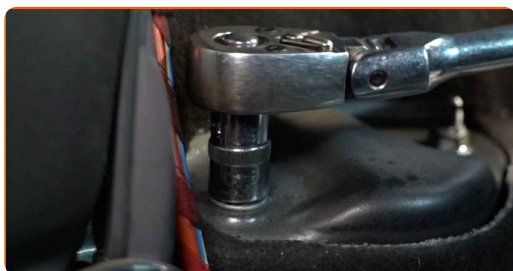
**AUTODOC recommends:**

- Do not apply excessive force when removing the part. Otherwise you may damage it.

**11** Clean the fasteners of the shock absorber upper mount. Use a wire brush. Use WD-40 spray.

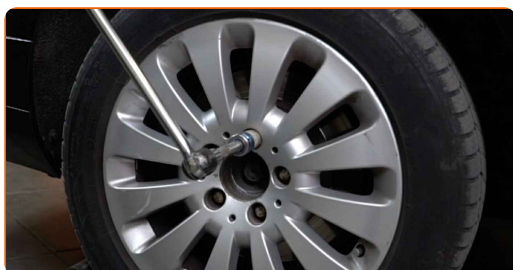


**12** Unscrew the upper shock absorber fasteners. Use a drive socket #13. Use a ratchet wrench.



**13** Secure the wheels with chocks.

**14** Loosen the wheel mounting bolts. Use wheel impact socket #17.



**15** Raise the car.



## AUTODOC recommends:

- If you are using a jack, make sure it rests on a flat surface without any unevenness.
- Be sure to additionally secure the car with jack stands.

16

Unscrew the wheel bolts.

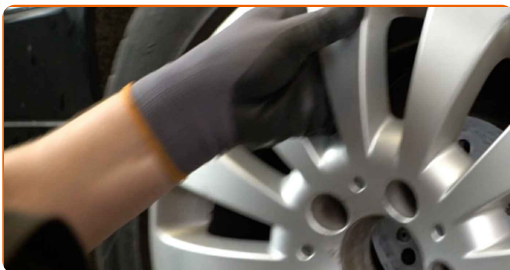


## AUTODOC recommends:

- Important! Hold the wheel while unscrewing the fastening bolts. Mercedes W204

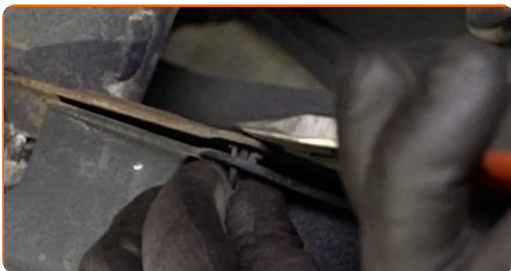
17

Remove the wheel.

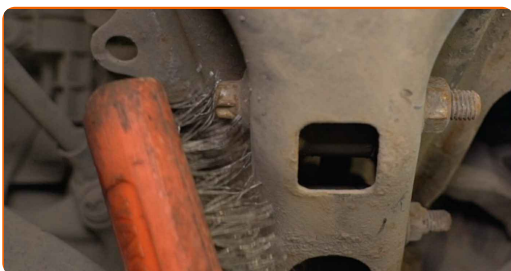




**18** Release the clips and remove the suspension arm plastic cover. Use long nose pliers.



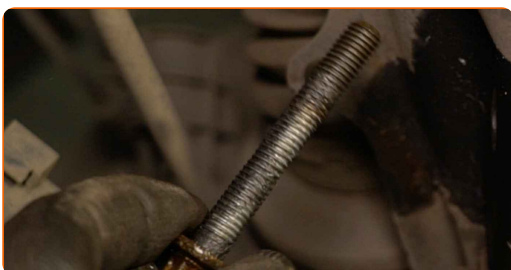
**19** Clean the lower shock absorber fastener. Use a wire brush. Use WD-40 spray.



**20** Unscrew the lower fastener of the shock absorber. Use Torx E14. Use a drive socket #16. Use a ratchet wrench.



**21** Remove the fastening bolt.

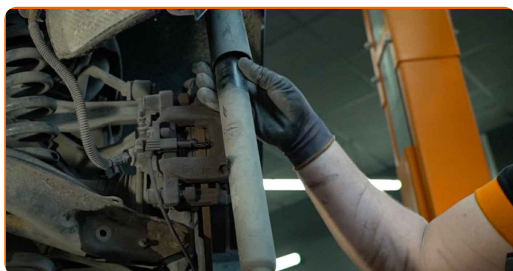


**22**

Unscrew the locker fasteners. Use a drive socket #10. Use a ratchet wrench.

**23**

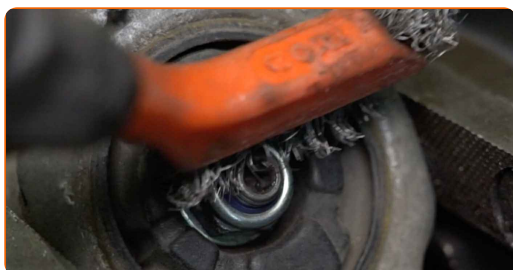
Remove the shock absorber.

**24**

Grip the shock absorber in a vice.

**25**

Clean the shock absorber rod fastener. Use a wire brush. Use WD-40 spray.



**26**

Remove the fastener of the shock absorber piston rod. Use a 14.5-mm strut nut socket. Use HEX No.H5. Use a ratchet wrench.



**27**

Remove the shock absorber mount, boot and bump stop.



**AUTODOC recommends:**

- Replacement: shock absorbers – Mercedes W204. Carefully inspect the mount, the boot, and the bump stop of the shock absorber. Replace if necessary.

**28**

Install the mount, boot and bump stop onto a new shock absorber.



**AUTODOC recommends:**

- Before installing a new shock absorber you should pump it manually 3-5 times.

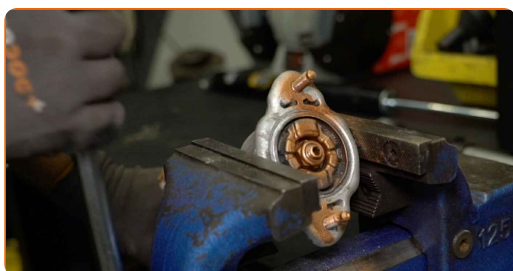
- 29 Tighten the shock absorber rod nut. Use a 14.5-mm strut nut socket. Use a shock absorber socket #DD6. Use a torque wrench. Tighten it to 28 nm torque.



- 30 Treat the shock absorber rod fastener. Use copper grease.



- 31 Release the vice and take out the shock absorber.



- 32 Clean the shock absorber mounting seats. Use a wire brush. Use WD-40 spray.

- 33 Place the shock absorber in the wheel arch and fasten it.



**AUTODOC recommends:**

- Mercedes W204 – To avoid injury, hold the shock absorber while screwing in the fastening bolts.

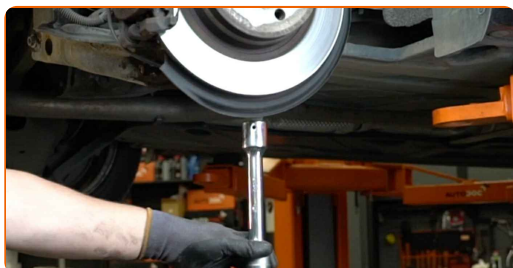
**34**

Install the fastening bolt.



**35**

Support the rear knuckle. Use a hydraulic transmission jack.



**AUTODOC recommends:**

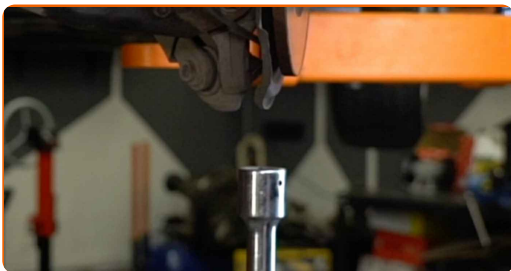
- For tightening the fasteners correctly, you have to jack up the suspension components to their working position.

**36**

Tighten the lower fastener of the shock absorber. Use Torx E14. Use a drive socket #16. Use a torque wrench. Tighten it to 55 Nm torque.+60°



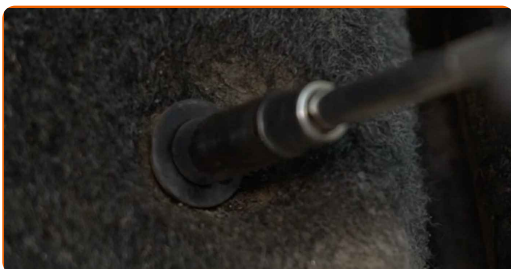
**37** Remove the support from under the rear knuckle.



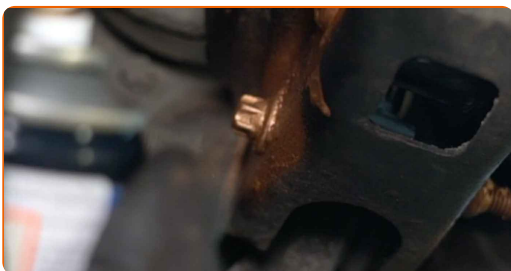
**AUTODOC recommends:**

- Replacement: shock absorbers – Mercedes W204. Lower the transmission jack smoothly, without jerks, to avoid damaging components and mechanisms.

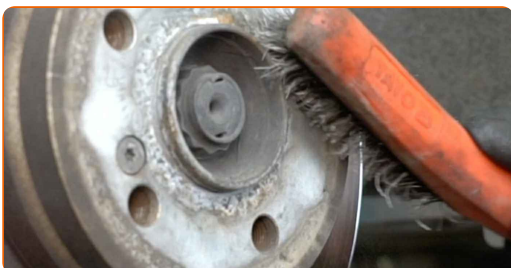
**38** Screw in the locker fasteners. Use a drive socket #10. Use a ratchet wrench.



**39** Clean the lower shock absorber fastener. Use copper grease.



**40** Clean the wheel rim mounting seat. Use a wire brush.



41

Treat the surface where the brake disc contacts the wheel rim. Use ceramic grease.



42

Clean the brake disk surface. Use a brake cleaner.

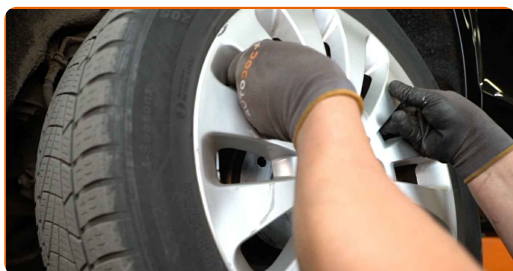


**AUTODOC recommends:**

- After applying the spray, wait a few minutes.

43

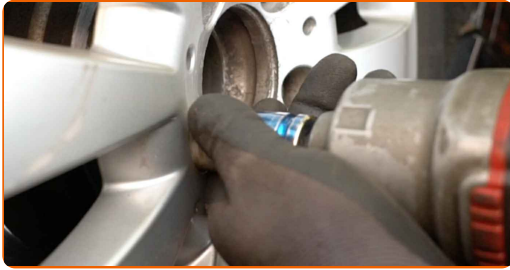
Install the wheel.



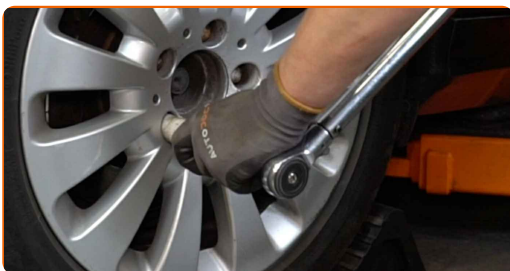
**AUTODOC recommends:**

- Important! Hold the wheel while screwing in the fastening bolts. Mercedes W204

**44** Screw in the wheel bolts. Use wheel impact socket #17.



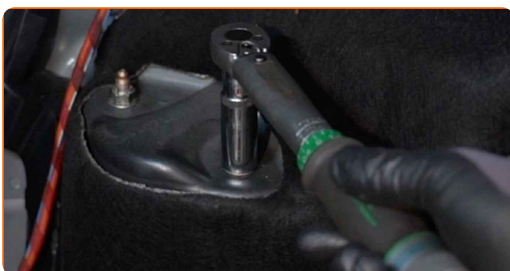
**45** Lower the car and working in a cross order, tighten the wheel bolts. Use wheel impact socket #17. Use a torque wrench. Tighten it to 130 Nm torque.



**46** Remove the jacks and chocks.

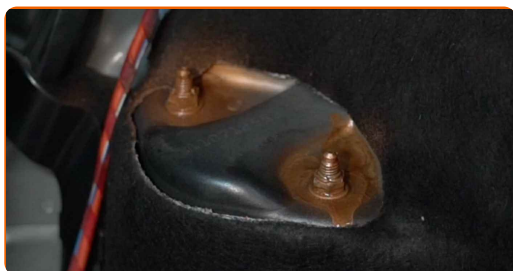


**47** Tighten the upper shock absorber fasteners. Use a drive socket #13. Use a torque wrench. Tighten it to 45 Nm torque.

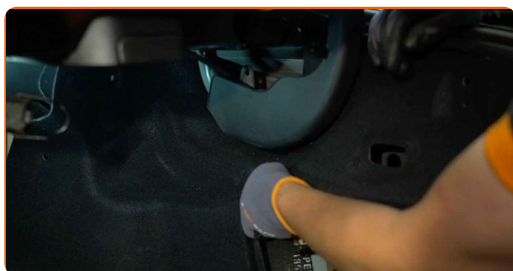




**48** Treat the shock absorber fasteners. Use copper grease.



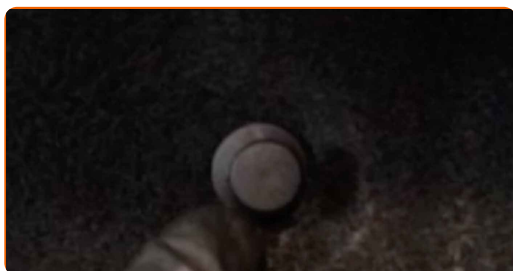
**49** Attach the side lining of the boot.



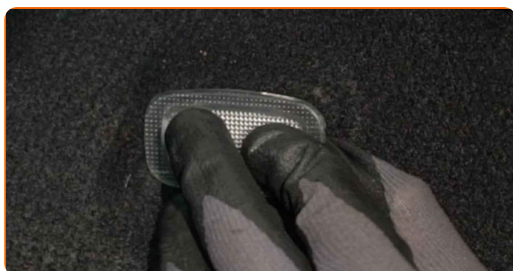
**AUTODOC recommends:**

- When installing, do not use excessive force to avoid damage to the part.

**50** Install the clips of the boot side lining.



**51** Install the boot side light.



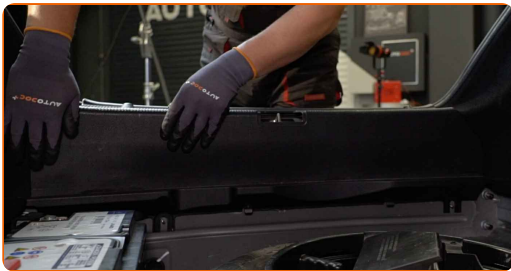
**52** Install the cover of the boot side lining.



**53** Install and tighten the boot lashing eye. Use Torx T40. Use a torque wrench. Tighten it to 15 Nm torque.



**54** Attach the boot sill panel.

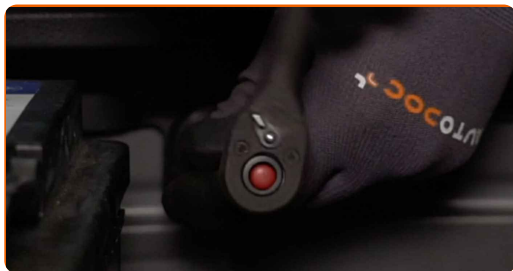


**AUTODOC recommends:**

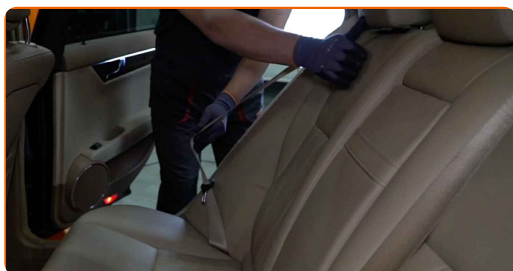
- Replacement: shock absorbers – Mercedes W204. To avoid damaging the part during installation, do not use excessive force.

**55**

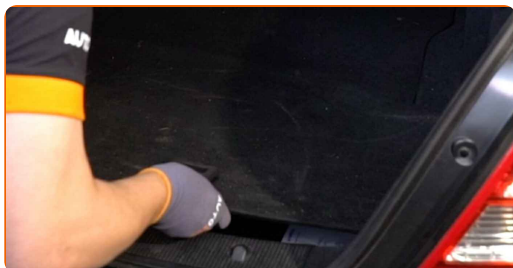
Screw in the fasteners of the boot sill panel. Use a drive socket #10. Use a ratchet wrench.

**56**

Return the seat to its original position.

**57**

Install the boot floor panel.

**58**

Close the lid of the luggage compartment.



**WELL DONE!** 

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