

ROUTE=ALL

To: All Mercedes-Benz Retailers

Subject: Recall of 2001 Model-Year CL-Class and S-Class

Date: January 18, 2001

This is to advise you that on January 17, 2001, the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA LLC will conduct a recall campaign of certain 2001 model-year CL-Class and S-Class vehicles produced after November 1, 2000.

Due to a supplier quality problem the sheathing material on the electrical connection of the heated windshield washer hose may overheat and cause surrounding plastic and insulation to melt. After careful analysis, it has been decided to recall and replace the heated windshield washer hose on all affected vehicles.

Approximately 3400 vehicles in the U.S. are affected by the Recall Campaign. Of these approximately 1000 are in retailer possession. On Friday afternoon January 19, 2001 the affected vehicles will be flagged in VMI.

GIVEN THIS NOTICE, IT IS ILLEGAL TO RETAIL ANY INCLUDED VEHICLES UNTIL THE RECALL REPAIR HAS BEEN COMPLETED. VIN RANGE:

2001 CL-CLASS VEHICLES FROM SERIAL END NUMBER 012920 TO 014503  
2001 S-CLASS VEHICLES FROM SERIAL END NUMBER 176005 TO 191401

IF YOU ARE IN POSSESSION OF AN AFFECTED VEHICLE, PLEASE DISCONNECT THE ELECTRICAL CONNECTOR TO THE HEATED WASHER HOSE IMMEDIATELY. THE HEATING ELEMENT ACTIVATES AND RECEIVES CURRENT IN LOW AMBIENT TEMPERATURES (40°F or lower) WHEN THE VEHICLE IS RUNNING. VEHICLES CAN NOT BE SOLD WITH DISCONNECTED ELECTRICAL CONNECTORS.

On Thursday, January 18, each retailer will be shipped two repair parts by FedEx. On Friday, January 19, MBUSA will provide work instructions and applicable warranty codes via MBNet for you to repair client critical vehicles. Additional parts quantities will be distributed automatically based on vehicle sales and parts availability.

The Recall Bulletin with illustrated work instructions is being finalized and will be distributed in the next two weeks.

A Client notification letter will be distributed in late January, 2001.

Additional part orders will not be accepted at this time. Further details will follow tomorrow.

Engineering Services  
1/18/01



"dcs2@mbnau3"  
<dcs2  
01/19/01 04:19 PM

To: giovattod@mbusa.com, mbnet, bolandd, kurtzw, kraitsz, wankmullerj,  
policanor, hanna, biele, augellom, wisneskip, oconnellk, stantonm,  
mackeyd, mcallump, wetterauwg, doylec, fauselr, meadeg,  
hugelmeyerc, willardm, houseworthj, cimilucas, giovattod, zawackit,  
nickela, burghardt, okeefes, denniss, iannuzzig, kernanf, lutomskim,  
quackenbushs, wanamakerd, okeefec, donahuek, clarks, robertsja,  
cassidy, sarmientoj

cc:  
Subject: Msg. 017 (SUBJECT: GROUP 82 - MODELS 215/220, HEATED  
WASHER HOSE ) Posted.

ROUTE=ALL

TO: ALL SHOP FOREMEN  
ALL SERVICE MANAGERS  
ALL PARTS MANAGERS AND ADVISORS  
ALL SERVICE ADVISORS  
ALL WARRANTY ADMINISTRATORS  
ALL SALES MANAGERS AND REPRESENTATIVES

CC: MBUSA FIELD PERSONNEL  
VPC / PDC MANAGERS

SUBJECT: GROUP 82 - MODELS 215/220, HEATED WASHER HOSE

As follow-up to MB-Net Message No. 015 dated January 18,  
2001, please find enclosed necessary warranty information  
and work instructions to repair the Heated Washer Hose on S  
and CL class vehicles.

Damage code: 86900 40  
Operation Code: 86-0000 inspect only (Time = 0.1 hr)  
Model Indicator: 01  
Operation Code: 02-3407 inspect and replace  
(Time = 0.8 hr)  
Model Indicator: M1, M2, M3, M4, M5, N1, N2, N3  
Part number: 220 860 08 92

The FAULTY heated washer hose, which is located next to the  
washer reservoir, behind the right side head lamp, is  
identified via both the part number, which is 220 860 08  
92, AND a SINGLE PVC covering tube at the electrical  
connector, which covers BOTH WIRES.

If a faulty heated washer hose is found, remove and replace  
the hose assembly with the correct part number 220 860 08  
92 (with TWO SEPARATE wire covering tubes per wire)

Vehicles with part number 220 860 05 95 are good and do not  
need replacement.

Additional parts for vehicles in retailer inventory will be  
drop shipped to retailers during the week of the 22nd.

The forthcoming Recall Campaign Bulletin and Client  
Notification Letter will be distributed during the week of  
January 29, 2001.

Engineering Services  
1/19/01

INCORRECT  
PART NUMBER



"dcs2@mbnau3"  
 <dcs2  
 01/24/01 11:19 AM

To: giovattod@mbusa.com, mbnet, bolandd, kurtzw, kraits, wankmullerj, policanor, hanna, biee, augellom, wisneskip, oconnellk, stantonm, mackeyd, mccallump, wetterauwg, doylec, fauselr, meadeg, hugelmeyerc, willardm, houseworthj, cimilucas, giovattod, zawackit, nickela, burghardta, okeefes, denniss, iannuzzig, kernanf, lutomskim, quackenbushs, wanamakerd, okeefec, donahuek, clarks, robertsja, cassidy, sarmientoj

CC:  
 Subject: Msg. 032 (SUBJECT: GROUP 82 - MODELS 215/220, HEATED WASHER HOSE) Posted.

ROUTE=ALL

TO: ALL SHOP FOREMEN  
 ALL SERVICE MANAGERS  
 ALL PARTS MANAGERS AND ADVISORS  
 ALL SERVICE ADVISORS  
 ALL WARRANTY ADMINISTRATORS  
 ALL SALES MANAGERS AND REPRESENTATIVES

CC: MBUSA FIELD PERSONNEL  
 VPC / PDC MANAGERS

SUBJECT: GROUP 82 - MODELS 215/220, HEATED WASHER HOSE

\*\*\* REPLACES MB-NET NO. 017 DATED JANUARY 19, 2001 \*\*\*

As follow-up to MB-Net Message No. 015 dated January 18, 2001, please find enclosed necessary warranty information and work instructions to repair the Heated Washer Hose on S and CL class vehicles.

Damage code: 86900 40  
 Operation Code: 86-0000 inspect only (Time = 0.1 hr)  
 Model Indicator: 01  
 Operation Code: 02-3407 inspect and replace  
 (Time = 0.8 hr)  
 Model Indicator: M1, M2, M3, M4, M5, N1, N2, N3  
 Part number: 220 860 08 92

The FAULTY heated washer hose, which is located next to the washer reservoir, behind the right side head lamp, is identified via both the part number, which is 220 860 08 92, AND a SINGLE PVC covering tube at the electrical connector, which covers BOTH WIRES.

If a faulty heated washer hose is found, remove and replace the hose assembly with the correct part number 220 860 08 92 (with TWO SEPARATE wire covering tubes per wire)

Vehicles with part number 220 860 05 92 are good and do not need replacement.

Additional parts for vehicles in retailer inventory will be drop shipped to retailers during the week of the 22nd.

The forthcoming Recall Campaign Bulletin and Client Notification Letter will be distributed during the week of January 29, 2001.

Engineering Services  
 1/24/01

*CORRECT  
 PART NUMBER*



"dcs2@mbnau3"  
<dcs2  
01/26/01 04:59 PM

To: conklina, mbnet, bolandd, kurtzw, kraits, wankmullerj, policanor, hanna, biee, augellom, wisneskip, oconnellk, stantonm, mackeyd, mccallump, wetterauwg, doylec, fauselr, meadeg, hugelmeyerc, willardm, houseworthj, cimilucas, giovattod, zawackit, nickela, burghardt, okeefes, denniss, iannuzzig, kernanf, lutomskim, quackenbushs, wanamakerd, okeefec, donahuek, clarks, robertsja, cassidy, sarmientoj

cc:

Subject: Msg. 035 (SUBJECT: 2001 Model Year CL-Class and S-Class) Posted.

ROUTE=ALL

TO: All Mercedes-Benz Dealers

SUBJECT: 2001 Model Year CL-Class and S-Class

DATE: January 26, 2001

Ladies and Gentlemen:

As noted in MB-Net message 015, dated January 18, 2001, (attached), specific model year CL-Class and S-Class models are subject to a recall campaign due to a supplier quality problem related to the heated windshield washer hose. MBUSA has been able to correct approximately 1,000 units to date. These units may be retailed immediately.

The parts supply for VPC repairs has been temporarily exhausted. To assist in meeting your January retail objectives, today we will begin shipping CL-Class and S-Class units with the heated windshield washer hose system disabled. Vehicles with a disabled heater system may be identified by a notice affixed to the side window near the Monroney label. These vehicles will be flagged in VMI as soon as possible.

Units currently in your inventory that have NOT been repaired AND those arriving from the VPC with the heaters disabled remain on retail hold per MB Net message 015. Parts to correct these vehicles will be shipped directly to you and will arrive early next week.

This action is intended to maximize the number of units that are available for retail this month. Your understanding and cooperation is appreciated.

Vehicle Logistics and Distribution  
01/26/01

ROUTE=ALL

Date: January 29, 2001

Attention: All Mercedes-Benz Parts Managers and Parts Advisors

Subject: 220 860 08 92 - Windsheild Washer Hose

Please be advised that part number 220 860 08 92 is not yet available for open ordering. Retailer Parts Service will provide initial order quantities for this part based on percentages of affected vehicles by retailer. Until further notice, please do not fax orders to RPS for this part. We will let you know when the ordering procedure has changed.

Thank you for your cooperation,  
Retailer Parts Services



"dcs2@mbnau3"  
<dcs2

02/08/01 11:03 AM

To: nitschep, mbnet, bolandd, kurtzw, kraits, wankmullerj, policanor, hanna, bieb, augellom, wisneskip, oconnellk, stantonm, mackeyd, mccallump, wetterauwg, doylec, fauselr, meadeg, hugelmeyerc, willardm, houseworthj, cimilucas, giovattod, zawackit, nickela, burghardt, okeefes, denniss, iannuzzig, kernanf, lutomskim, quackenbushs, wanamakerd, okeefec, donahuek, clarks, robertsja, cassidy, sarmientoj

CC:

Subject: Msg. 062 (Subject: 220 860 08 92 - Windshield Washer Hose - Update) Posted.

ROUTE=ALL

Date: February 7, 2001

Attention: All Mercedes-Benz Parts Managers and Parts Advisors

Subject: 220 860 08 92 - Windshield Washer Hose - Update

Retailer Parts Services has already allocated initial order quantities for this part to our retailers based on 30% of retailer affected vehicle population. Please be advised that part number 220 860 08 92 is not yet available for open ordering. Until further notice, please fax your orders to Retailer Parts Services, or submit them via NetStar under the RPS Order function, for any additional quantities that are needed. We will advise when this ordering procedure has changed.

Thank you for your continued cooperation.  
Retailer Parts Services



"dcs2@mbnau3"  
<dcs2

02/13/01 02:11 PM

To: conklina, mbnet, bolandd, kurtzw, kraits, wankmullerj, policanor, hanna, blee, augellom, wisneskip, oconnellk, stantonm, mackeyd, mccallump, wetterauwg, doylec, fauselr, meadeg, hugelmeyerc, willardm, houseworthj, cimilucas, giovattod, zawackit, nickela, burghardta, okeefes, denniss, iannuzzig, kernanf, lutomskim, quackenbushs, wanamakerd, okeefec, donahuek, clarks, robertsja, cassidy, sarmientoj

cc:

Subject: Msg. 074 (SUBJECT: ML 320, ML 430, ML 55 Retail Hold) Posted.

ROUTE=ALL

TO: All Mercedes-Benz Dealers

SUBJECT: ML 320, ML 430, ML 55 Retail Hold

DATE: February 13, 2001

Ladies and Gentlemen:

Effective immediately, all M-Class vehicles in the chassis number range A250006 through A253538 should be held from retail delivery until further notice. MBUSA is investigating the possibility that a defect may exist in vehicles within this chassis number range.

Further information will be distributed within 48 hours.

National Distribution

02/13/01

ROUTE=ALL  
TO: All Mercedes-Benz Dealers  
SUBJECT: ML 320, ML 430, ML 55 Retail Hold  
DATE: February 13, 2001

Ladies and Gentlemen:

Effective immediately, all M-Class vehicles in the chassis number range A250006 through A253538 should be held from retail delivery until further notice. MBUSA is investigating the possibility that a defect may exist in vehicles within this chassis number range.

Further information will be distributed within 48 hours.

National Distribution  
02/13/01

To: All Mercedes-Benz Retailers  
Subject: Recall of 2001 Model-Year CL-Class and S-Class  
Date: January 18, 2001

This is to advise you that on January 17, 2001, the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA LLC will conduct a recall campaign of certain 2001 model-year CL-Class and S-Class vehicles produced after November 1, 2000.

Due to a supplier quality problem the sheathing material on the electrical connection of the heated windshield washer hose may overheat and cause surrounding plastic and insulation to melt. After careful analysis, it has been decided to recall and replace the heated windshield washer hose on all affected vehicles.

Approximately 3400 vehicles in the U.S. are affected by the Recall Campaign. Of these approximately 1000 are in retailer possession. On Friday afternoon January 19, 2001 the affected vehicles will be flagged in VMI.

GIVEN THIS NOTICE, IT IS ILLEGAL TO RETAIL ANY INCLUDED VEHICLES UNTIL THE RECALL REPAIR HAS BEEN COMPLETED. VIN RANGE:

2001 CL-CLASS VEHICLES FROM SERIAL END NUMBER 012920 TO 014503

2001 S-CLASS VEHICLES FROM SERIAL END NUMBER 176005 TO 191401

IF YOU ARE IN POSSESSION OF AN AFFECTED VEHICLE, PLEASE DISCONNECT THE ELECTRICAL CONNECTOR TO THE HEATED WASHER HOSE IMMEDIATELY. THE HEATING ELEMENT ACTIVATES AND RECEIVES CURRENT IN LOW AMBIENT TEMPERATURES (40 F or lower) WHEN THE VEHICLE IS RUNNING. VEHICLES CAN NOT BE SOLD WITH DISCONNECTED ELECTRICAL CONNECTORS.

On Thursday, January 18, each retailer will be shipped two repair parts by FedEx. On Friday, January 19, MBUSA will provide work instructions and applicable warranty codes via MBNet for you to repair client critical vehicles.



Additional parts quantities will be distributed automatically based on vehicle sales and parts availability.

The Recall Bulletin with illustrated work instructions is being finalized and will be distributed in the next two weeks.

A Client notification letter will be distributed in late January, 2001.

Additional part orders will not be accepted at this time. Further details will follow tomorrow.

Engineering Services  
1/18/01

CC: MBUSA FIELD PERSONNEL  
VPC / PDC MANAGERS

SUBJECT: GROUP 54 - MODEL 163, MODEL YEAR 2001, AAM MODULE  
INSPECTION

This message contains further information regarding the M Class Retail Hold communicated to you with MB-Net Message No. 074 on Tuesday, February 13, 2001.

All M Class vehicles in the chassis number range A250006 through A253538 must be inspected and, if necessary, have the AAM Module (N10) replaced. In affected vehicles, the AAM Module may exhibit irregular operation.

Inspect the AAM module production date using Star Diagnosis, following the path "Control Modules / Body / AAM / Control Unit Version". The AAM Module date code is listed near the bottom of the screen in the following format:

Production Day:  
Production Month:  
Production Year:

An AAM Module having a production date code from 8 January 2001 through 29 January 2001 is faulty and MUST BE REPLACED. Vehicles with a faulty AAM Module must not be retailed until the AAM Module (163 545 53 32) is replaced.

If, upon inspection, the vehicle is equipped with an AAM Module outside of the production date range specified above, it can be released immediately.

For each vehicle inspected, please submit a warranty claim to permit tracking. Repair instructions, as well as warranty claims information (damage code, operation code, and time allowance) will be communicated shortly.

#### CLIENT VEHICLES

As first priority, MBUSA will contact each client with an affected vehicle and open a Client Assistance (CA) Referral. This will initiate the automatic shipment of a part for this specific client vehicle to your center. The CA Referral will request that you contact the client for an expeditious inspection and, if necessary, replacement of the affected module.

#### DEALER INVENTORY

Vehicles in stock can be inspected immediately based upon the above criteria. Details of parts shipments for affected vehicles will be communicated once parts for all client vehicles are distributed.

Service Engineering  
DRdg  
2-15-01

CC: MBUSA FIELD PERSONNEL  
VPC / PDC MANAGERS

SUBJECT: GROUP 54 - MODEL 163, MODEL YEAR 2001, AAM MODULE  
INSPECTION

In reference to MB-Net Message No. 079 dated February, 15, 2001, following is the repair information required during inspection / replacement of the AAM2 module.

IMPORTANT: You will need customers to provide all RF keys for their vehicle. If this is not done, some keys will not be able to remote unlock / lock the vehicle.

Step 1: Connect Star Diagnosis, under Control Units menu, select "Body", select "AAM", select "control unit version" (Reference AD00.00-P-2000-04A).

Step 2: Observe displayed date code. Six-digit date code reads DD/MM/YY of production. Only AAM2 with date code between 08/01/01 and 29/01/01 are to be replaced. If date code does NOT fall within specified range, no further action is necessary. If date code falls within specified range, continue through the following steps.

Step 3: Using Star Diagnosis, select "Control Unit Adaptations" under AAM menu. Select "read coding and transfer to the new control unit" to store coding data in Star Diagnosis. Follow on-screen instructions.

Step 4: Remove covers of fuse and relay box (5 screws).

Step 5: Unscrew and lift up fuse and relay module (F1) (2 screws). Do NOT bring any live cables into contact with ground.

Step 6: Unplug four connectors and antenna on AAM2 (N10).

Step 7: Remove AAM2. Be careful not to damage locking tabs. Insert wedge (115 589 03 59 00) between AAM2 and fuse and relay module to disengage locking tab at top center, release locking tab above connectors and simultaneously push AAM2 away from fuse and relay module.

Step 8: Install replacement AAM2. Be careful not to bend connector pins.

Step 9: Transfer stored AAM2 data from Star Diagnosis to new AAM2. Follow on-screen instructions.

Step 10: Using Star Diagnosis, select "learn radio code of a new transmitter key" to learn RF keys to new AAM2. Follow on-screen instructions.

Step 11: Repeat for all RF keys.

Step 12: Install removed components in reverse order.

Step 13: Perform function test.

AAM2 (N10) Control Module - Part No. 163 545 53 32

Damage Code: 54960 31

Operation Code:

02 3410

Inspect only; no replacement of AAM2

Time Allowance: 0.4 hours

Model Indicator: K0

02 3411

Inspect and replace AAM2

Time Allowance: 1.0 hours

Model Indicator: K0

Service Engineering

DVdg

2-16-01



"dcs2@mbnau3"  
<dcs2

02/21/01 05:08 PM

To: piekarskiw, mbnet, bolandd, kurtzw, kraits, wankmullerj, policanor, hanna, biee, augellom, wisneskip, oconnellk, stantonm, mackeyd, mccallump, wetterauwg, doylec, fauselr, meadeg, hugelmeyerc, willardm, houseworthj, cimilucas, giovattod, zawackit, nickela, burghardta, okeefes, denniss, iannuzzig, kernanf, lutomskim, quackenbushs, wanamakerd, okeefec, donahuek, clarks, robertsja, cassidy, sarmientoj

cc:

Subject: Msg. 087 (Subject: Recall of 2001 Model-Year M-Class ) Posted.

ROUTE=ALL

To: All Mercedes-Benz Dealers  
Subject: Recall of 2001 Model-Year M-Class  
Date: February 21, 2001

This is to advise you that on February 21, 2001, the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA LLC will conduct a recall campaign of certain 2001 model-year M-Class vehicles produced between January 18, 2001 and February 1, 2001.

Due to a supplier quality problem, certain All Activity Module II (AAM II) may have a sub-component that may cause the AAM II to intermittently not function properly. The AAM II controls a number of systems including the functioning of the high beams lights, instrument cluster, door locks, and wipers. This condition may cause an intermittent non-functioning of these systems.

The affected vehicles will be flagged in VMI (WHEN) and approximately 377 are in customer possession.

GIVEN THIS NOTICE, IT IS ILLEGAL TO RETAIL ANY INCLUDED VEHICLES UNTIL THE RECALL REPAIR HAS BEEN COMPLETED.

VIN RANGE: 2001 M-CLASS VEHICLES FROM SERIAL END NUMBER A250006 TO A253538

IF YOU ARE IN POSSESSION OF AN AFFECTED VEHICLE, PLEASE REFERENCE MBNET 081 FOR THE REQUIRED INSPECTION/REPLACEMENT PROCEDURE.

The Recall Bulletin with illustrated work instructions is being finalized and will be distributed in the next few weeks.

Engineering Services  
2/21/01

ROUTE=ALL

To: All Mercedes-Benz Dealers

Subject: Recall of 2001 Model-Year M-Class  
Group 54 - Model 163, Model Year 2001, AAM II Module

Date: February 22, 2001

This message contains further information regarding the M-Class Recall communicated to you with MB-Net Message No. 087 on Wednesday, February 21, 2001

CUSTOMER VEHICLES

The Customer Assistance Center (CAC) is continuing to contact vehicle owners by telephone. When contacted a CA referral is opened to the servicing dealer and the respective SPOM. The CAC arranges a replacement part be sent to the servicing dealer. The dealer will contact the customer using information supplied in the CA referral.

OPERATIONS CODES

The Operation codes provided in the work instructions in MB-Net Message No. 081 were incorrect.

Beginning immediately please use the following Operation codes:

Operation Code:

02 3414	-	Inspect only; no replacement of AAM2	
		Time Allowance	0.4 hours
		Model Indicator	K0
02 3415	-	Inspect and replace AAM2	
		Time Allowance:	1.0 hours
		Model Indicator:	K0

DEALER INVENTORY

The affected vehicles are flagged in VMI.

VIN RANGE: 2001 M-CLASS VEHICLES FROM SERIAL END NUMBER A250006 TO A253538

Vehicles in stock must be inspected immediately to determine AAM II production date using Star Diagnosis. Dealers are expected to inspect their entire inventory and order parts only for those vehicles affected using the procedure below.

GIVEN THIS NOTICE, IT IS ILLEGAL TO RETAIL ANY INCLUDED VEHICLES UNTIL THE RECALL REPAIR HAS BEEN COMPLETED.

IF YOU ARE IN POSSESSION OF AN AFFECTED VEHICLE, PLEASE REFERENCE MBNET 081 FOR THE REQUIRED INSPECTION/REPLACEMENT PROCEDURE.

PARTS ORDERS

Parts supply for this module will continue to be limited for the near future.

All orders submitted to date by

fax or the RPS Order function that include a valid VIN number will be processed by Retailer Parts Services. This part is not yet available for open ordering and until further notice dealers should continue to place orders to Retailer Parts Services via fax or RPS Special Orders in NetStar. Please note that RPS Orders placed via NetStar are able to be processed faster than paper fax orders.

Engineering Services

2/22/01