



Mercedes-Benz

Mercedes-Benz USA, LLC

Frank Diertl  
General Manager, Engineering Services

**VIA CERTIFIED MAIL**

November 18, 2004

National Highway Traffic Safety Administration  
Office of Defect Investigation  
Attention: George Person, Chief Recall Analysis Division  
400 Seventh Street, S.W.  
Washington, D.C. 20590

DEFECT INVESTIGATION  
NOV 29 10 25 AM '04

**Re: 49 CFR Part 573; Recall of Mercedes-Benz E and SL-Class**

Dear Mr. Person:

Pursuant to 49 CFR Part 573.5(c)(9), this letter contains 3 documents that were communicated to our dealers on the above subject and will be submitted in Mercedes-Benz USA, LLC (MBUSA) regular monthly mailing for the month of November, 2004.

Manufacturer's Campaign Identification Number

2004 050014

NHTSA Recall Number

04V-296

Should you have any questions, please do not hesitate to contact Gary Bowne at 201-573-2719.

Sincerely,

FD:sk

Enclosure



TO: ALL MERCEDES-BENZ PASSENGER CAR DEALERS

SUBJECT: RECALL CAMPAIGN 2004 050014,  
CLAIM SUBMISSION PROCEDURES

ATTENTION: SERVICE MANAGERS  
WARRANTY ADMINISTRATORS

Please follow the below guidelines in regards to claim submission for the above mentioned campaign.

**Operation:** Expanded short test, perform 02-4416  
Control unit – program, perform 02-4425

Requires local purchase part number QLABEL00008 quantity of 1. (handling is included)  
Damage code 43910277

**Operation:** Expanded short test, perform 02-4416  
Control unit – program, perform 02-4425  
Hydraulic brake system, bleed (if necessary) 02-4566 if vehicle falls within the serial number range as stated in the campaign bulletin.

Requires local purchase part number QLABEL00008 quantity 1. (handling is included)  
Requires “new” local purchase part number BRAKEFL01653 quantity 1. (handling is included)  
Damage code 43910277

In the rare occurrence when the vehicle requires replacement of the SBC hydraulic unit, submit the claim as follows:

**Operation:** Expanded short test, perform 02-4416  
Control unit – program, perform 02-4425  
SBC Hydraulic unit, (includes bleeding) replace (if necessary) 02-4390  
Requires local purchase part number QLABEL00008 quantity of 1.(handling is included)  
Requires “new” local purchase part number BRAKEFL01653 quantity 1. (handling is included)  
Damage code 43910277

After running a VMI and the recall shows as “open”, and when in a rare occurrence the Q11 label is found on the pump motor, submit the claim as follows to close the campaign.

**Operation:** 42000001 for .2 hrs  
Damage code 43910278

**Time for maintaining the battery charge is included in operation number 02-4416.**

Questions in regards to the above can be addressed to Warranty Department personnel.

Date: November 15, 2004

Attn: Dealer Principals and General Managers  
Parts Managers and Parts Advisors  
Service Managers and Service Advisors

Subject: **Parts Availability for Recalls and Service Campaigns**

Dear Ladies and Gentlemen,

As you are well aware, occasionally the need arises to conduct recalls and service campaigns. In the majority of these cases, the replacement of parts is required.

Unlike in the past, we recently made some of these parts available for ordering without restriction. **In order for this process to work effectively, it is absolutely imperative that dealers do not order recall or campaign parts for stock until so advised via a NewsChannel message.**

During the current recall for the model 215 telescoping springs (A215 980 05 64 05), MBUSA was provided with sufficient stock to completely cover the affected population of VINs. If all dealerships were ascribing to the process of ordering parts only for their affected vehicles there would be no availability issues. Unfortunately, some dealerships apparently ordered telescoping springs for stock and completely exhausted our supply. As a result, we had to request the field organization to speak individually with dealers and arrange returns of springs where stocking was unjustified.

MBUSA and DCAG are always working to ensure a surplus parts supply, but in the early stages of recall and service campaigns suppliers are often unable to supply worldwide production and campaign part needs even when working 3 shifts and weekends.

Placing ordering restrictions on recall/campaign parts, while permitting us to better control these critically needed and sometimes limited items, represents additional work for dealerships and MBUSA alike and only adds unnecessary and frustrating delays to the process. While there will be occasions where we will need to restrict orders for these, we do not want to return to the process of restricting all orders for all recall/campaign parts but may have no other alternative if we continue to observe ordering practices as outlined above.

We ask that you please be mindful of your true needs, based on the identified class of vehicles and your customer base, and that you pay particular attention to the parts messages associated with a campaign. It is only together that we will manage the inherently delicate environment surrounding a recall.

Sincerely,

William Kurtz  
General Manager  
Product Management Parts & Service

Frank Diertl  
General Manager  
Engineering Services

**NCA: SBC Plate Q11 Labels**

Date: November 10, 2004

Attn: Parts Managers  
Parts Advisors

Subject: SBC Plate Q11 Labels

Regarding the SBC Service Campaign Q11 Label, part A 211 584 00 07 , it is requested that Dealer's with excess amounts of these labels return them to their facing PDC's immediately. Prior to blocking this item for sale, a large quantity of these labels were ordered and this has jeopardized the proper handling of this Service Campaign. Currently, there is a shortage on this item due to this fact and are working on a recovery plan. These items can be returned to your facing PDC's via a Special Return (ZSR, using item category ZS03) in Paragon.

Bill Mohrmann  
Department Manager  
Parts Assistance Center

Updated: 2004-11-11 - Region-Manager, All



Mercedes-Benz

Mercedes-Benz USA, LLC

Frank Diertl  
General Manager, Engineering Services

**VIA CERTIFIED MAIL**

December 3, 2004

National Highway Traffic Safety Administration  
Office of Defect Investigation  
Attention: George Person, Chief Recall Analysis Division  
400 Seventh Street, S.W.  
Washington, D.C. 20590

DEFECT INVESTIGATION  
NOV 25 2004  
A 9:25

**Re: 49 CFR Part 573; Recall of Mercedes-Benz E and SL-Class**

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Sincerely,

FD:sk

Enclosure



Route: All

To: All Mercedes-Benz Dealers

**Subject: Voluntary Recall Campaign MY 2003 – 2005 E and 2003 – 2004 SL-Class  
Sensotronic Brake Control (SBC) System. Additional Technical and Parts  
Information**

Date: November 29, 2004

Ladies and Gentlemen:

The following is some additional Technical and Parts information that may be helpful if your technicians encounter difficulties when performing the SBC recall.

**Technical Information**

1) In general, most issues can easily be rectified by having the technician carefully and fully read the instructions. If the instructions are not read and followed, then errors may occur.

2) If you encounter instances where the technician attempted to flash the SBC control unit and STAR Diagnosis indicates the following fault has occurred (**P0 F K E T U**):

Please have the technician verify that the STAR Diagnosis COM 1 port is enabled. Review the attached document "Star Diagnosis COM 1 Port Disabled. Pdf"

3) If you encounter instances where the technician attempted to flash the SBC control unit and STAR Diagnosis indicates the following fault has occurred (**P1 F100 K3 E1 T0 U0**):

Inspect the SBC module box, and verify that either the red or green LEDs are illuminated. If they are not illuminated, please inspect the SBC module box wiring harness for a damaged wire (review attached image). If damaged, repair the module box. Review the attached document "SBC Module Box Harness. jpg."

4) If you encounter instances where the technician is having difficulties either performing the flash or bleeding procedure, ensure that a battery charger (**not** a trickle charger) is installed on the vehicle. It is crucial that at least 12.5 volts are present. Low voltage can cause early termination of either operation.

5) If you encounter instances where the technician is having difficulties performing the "checking brake system for air" procedure, ensure that software patch 304 is installed. Patch 304 has modified values for the rear brake pressures.

6) If you encounter instances where the technician is having difficulties performing the bleeding procedure due to the EHB adapter tool not locking onto the brake caliper bleeding screw, replace the EHB adapter (P/N W240 589 00 91 00).

## **Parts Information**

SBC Hydraulic Unit ordering information:

For models 211 and 230, determine the correct part to install by viewing which part number is installed in the vehicle:

1. If the installed unit is marked A004 431 43 12, A004 431 98 12, A004 431 42 12, or A004 431 97 12, then install **A005 431 68 12 05**. Note that **A005 431 71 12** may be delivered instead and can also be used.
2. If the installed unit is marked A004 431 70 12, A005 431 00 12, A005 431 06 12, A004 431 69 12, A004 431 99 12, or A004 431 05 12, then install **A005 431 34 12 05**.

**To: All Mercedes-Benz Service Directors  
All Mercedes-Benz Service Managers  
All Mercedes-Benz Shop Foremen  
All Mercedes-Benz Technicians**

**Re: STAR Diagnosis Compact II – SBC Recall – COM  
Port 1 Disabled**

Situation:

- Some SDS Compact II systems may have their COM Port 1 disabled if at some time they were booted up without being attached to their docking station.
- COM Port 1 needs to be enabled when performing the SBC Recall.
- If COM Port 1 is disabled the Compact II unit will display the following error during the SBC Recall procedure:

Diagnosis Assistance System

Copyright 1999 DaimlerChrysler

VIN	WDBUF65J74A565994	Model series/model designation	211.065
Order number		License plate	

Program control unit.

**A fault has occurred during control unit programming!**

Fault ( P O K F K E T U )

**Remedy:**

Check connectors Special tool and STAR DIAGNOSIS for proper seating, contacts and latching.  
Connect charging equipment.  
Switch on ignition.

**Question:**

Do you want to repeat function 'Control module programming'?

Filename: C:\Programme\Das\bin\..\trees\pkw\traktion\ehbasg\menues\mn\_flashen.s

Cell co-ordinate: 7, 54



Action:

- The COM Port 1 must be enabled on the Compact II unit exhibiting the error above using the "Repair Bios" procedure.
- Please call the SDS help desk at 1-888-532-7096 for instructions and guidance of how to perform the "Repair Bios" procedure.
- In cases of urgency, please simply use another SDS unit to perform the SBC Recall if possible.

Please accept our apologies for any inconvenience that this may have caused.

Thank you.

Dealer Workshop Services

