



MERCEDES-BENZ USA, LLC
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**To: All Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers,
Parts Managers**

From: Frank J. Diertl, General Manager, Engineering Services

Date: August 2, 2005

Re: Customer Satisfaction and Quality Initiatives

During the Parts and Service Forums this past June we outlined to you our plans for the roll-out of a number of customer satisfaction and quality initiatives to proactively address potential quality issues with vehicles currently in service. The first wave of these initiatives is being launched with this communication and is summarized below.

- **SBC Hydraulic Pump - Recall Campaign 2005070007**

A total of 15,979 E and SL vehicles built between November 2003 and January 2004 with an SBC brake system will be serviced to reduce the potential for vehicles to unnecessarily switch to the hydraulic back-up braking mode. This service is being handled as a voluntary safety recall. This recall will require three actions:

- 1) a retention bracket for the wiring harness connection, at the SBC hydraulic unit, will be added;
- 2) the ground wire to the SBC hydraulic unit will be replaced to ensure connection integrity;
- 3) the hydraulic pump units production range will be confirmed, and **if required**, replaced

Customer letters will be mailed later this week.

- **Voltage Regulator Inspection/Replacement - Service Campaign 2005070017**

On all vehicles with six and eight-cylinder gasoline engines built between June 2001 and November 2004, the voltage regulator may be adversely affected by heat and humidity. The resulting malfunction can impair the charging system performance.

Due to limited parts availability, this campaign will be activated only for vehicles affected by the above SBC Recall Campaign. As parts supply improves this campaign will be expanded and you will be advised as that expansion is initiated.

As this is a voluntary customer care initiative no customer letter will be mailed. Affected voltage regulators should be replaced at the next scheduled visit or, ideally, in conjunction with the above referenced recall action.

- **Battery Control Unit Service Campaign 2005060008**

A total of 152,949 E and CLS vehicles built between January 2002 and January 2005 will receive a battery control unit software update that will enhance the long-term reliability of the battery control unit's memory.

Affected battery control units should be updated at the next scheduled visit.

As explained during the Parts and Service Forums these, and remaining future actions within the initiatives, are being implemented in a coordinated and structured manner. The initiatives will be phased-in based on parts availability, network capacity and in a manner designed specifically to minimize customer inconvenience and maximize dealer/technician efficiency. To the extent feasible, individual

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vehicle repair actions will be bundled to minimize the number of separate service visits required by individual customers.

Copies of the campaign bulletins and related customer communications are attached.

As mentioned during the Parts and Service Forums, the ability to maximize customer satisfaction and minimize dealer impact is totally dependant on the strict adherence to the launch plans and release schedules (waves) as defined by MBUSA. We ask that where possible you limit work performed to that specifically outlined in this and other NetStar messages as they are released. As additional portions of these initiatives are launched you will receive additional information.

To aid in this regard a number of requests were made by dealers at the Parts and Service Forums. The primary requests were:

1. A consolidated overview of the campaign bundling - to this end all future campaign waves released will have an updated overview such as the one shown below to help you understand, on a high level view, what campaigns have already been released and how they are bundled.
2. Flag in VMI only those vehicles that are affected within each wave - with this and future releases we are pleased to advise that we have been able to develop an enhancement that allows us to flag only affected vehicles. **The Harmonic Balancer campaign will remain in its current form** (e.g. all affected vehicles are flagged in VMI) but we ask that you address them only per the June 14, 2005 NetStar message. All vehicles will remain flagged in VMI so if the customer reports conditions arising from a deteriorating harmonic balancer, or if the dealer observes deterioration of the harmonic balancer during normal servicing of the vehicle, the vehicle may be repaired under this campaign.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Please refer any customer inquiries to the MBUSA Customer Assistance Center at 1 800 FOR MERCEDES (1-800-367-6372)

Issue	Models Affected	Repair Time (hours)	2005												
			J	F	M	A	M	J	J	A	S	O	N	D	
Voltage Regulator Next Workshop Visit	MY 02-05 211, 230	1.5											◆	12,300 E-Class	
														◆	3,700 SL-Class
Battery Control Unit Next Workshop Visit	MY 03-05 211 MY 06 219	0.4												◆	152,949 E & CLS
SBC Pump Unit RECALL Customer Letter	MY 04 211, 230	3.5												◆	12,300 E-Class
															◆
Harmonic Balancer Customer Letter	MY 98-01 M112, M113	1.3												◇	38,500 S & CL Class
															◇

◆ = Full Launch ◇ = Partial Launch ◆ = E Class ◆ = SL - Class

- Vehicle populations highlighted in the same color denote same or overlapping population of vehicles