



MERCEDES-BENZ USA, LLC

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Mercedes-Benz

## UPDATE

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Gary Bowne; Department Manager; Product Compliance, Analysis, Safety & Emissions; Engineering Services

DATE: July 8, 2008

RE: **Recall Campaign 2008070001 – Re-code the Software Calibration Number (SCN), Models 164, 171, 203, 204, 209, 211, 215, 216, 219, 220, 221, 230, 251, 463, Model Year 2003 - 2009**

On July 3, 2008 the National Highway Traffic Safety Administration (NHTSA) and the Environmental Protection Agency (EPA) were notified that Mercedes-Benz USA, LLC will conduct a voluntary Recall Campaign on certain Model Year 2003 - 2009 ML 164, SLK 171, C 203, C 204, CLK 209, E 211, CL 215, CL 216, CLS 219, S 220, S 221, SL 230, R 251 and G 463 vehicles with regard to the Software Calibration Number (SCN) coding. This notification will be posted on the NHTSA web site and may generate some customer questions.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that between April 15, 2008 and April 17, 2008 and between June 5, 2008 and June 10, 2008, a temporary failure occurred in the Mercedes-Benz computerized on-line Workshop Systems. Due to this failure, some online-inquiries from the Mercedes-Benz Workshop-Systems may have been answered with incorrect SCN-Coding data. Depending on the model year and model affected, the results of an incorrect SCN coding can affect a number of vehicle safety and emission functions including the following,

- The fuel gauge readings may be incorrect.
- A stuck fuel-level sensor may not be displayed in the instrument cluster.
- The OBD system may cause the Check Engine Light to illuminate incorrectly.
- The speedometer may be out of tolerance.
- In the event of a vehicle crash the electrical fuel pump may not receive a crash signal that is required for the fuel pump to disconnect and prevent further fuel delivery.

Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles to recode the SCN in all potentially affected vehicles.

**This Recall Campaign will be launched by late July, 2008 and affects approximately 404 vehicles in the U.S. Dealers will recode the SCN in all affected subject vehicles.**

The repair time for this campaign is approximately 0.5 hours. Owner notification will be sent in early August, 2008.

**The SCN code repair rate is 100%.**

While we regret any inconvenience this causes, Mercedes-Benz USA, LLC is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEdes (1-800-367-6372).



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# channel UPDATE

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Gary Bowne; Department Manager; Product Compliance, Analysis, Safety & Emissions; Engineering Services

DATE: July 25, 2008

RE: **Recall Campaign 2008070001- Re-code the Software Calibration Number (SCN), Models 164, 164.8, 171, 203, 204, 209, 211, 215, 216, 219, 220, 221, 230, 251, and 463, Model Year 2003 - 2009**

On July 3, 2008 the National Highway Traffic Safety Administration (NHTSA) and the Environmental Protection Agency (EPA) were notified that Mercedes-Benz USA, LLC will conduct a voluntary Recall Campaign on certain Model Year 2003 - 2009 ML 164, GL, 164.8, SLK 171, C 203, C 204, CLK 209, E 211, CL 215, CL 216, CLS 219, S 220, S 221, SL 230, R 251 and G 463 vehicles with regard to the Software Calibration Number (SCN) coding. This notification will be posted on the NHTSA web site and may generate some customer questions.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that between April 15, 2008 and April 17, 2008 and between June 5, 2008 and June 10, 2008, a temporary failure occurred in the Mercedes-Benz computerized on-line Workshop Systems. Due to this failure, some online-inquiries from the Mercedes-Benz Workshop-Systems may have been answered with incorrect SCN-Coding data. Depending on the model year and model affected, the results of an incorrect SCN coding can affect a number of vehicle safety and emission functions including the following,

- The fuel gauge readings may be incorrect.
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- The OBD system may cause the Check Engine Light to illuminate incorrectly.
- The speedometer may be out of tolerance.
- In the event of a vehicle crash the electrical fuel pump may not receive a crash signal that is required for the fuel pump to disconnect and prevent further fuel delivery.

Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles to recode the SCN in all potentially affected vehicles.

**The Recall Campaign is being launched today and affects approximately 409 vehicles in the U.S. Dealers will recode the SCN in all affected subject vehicles.**

The repair time for this campaign is 0.4 hours. Owner notification will to be sent on August 1, 2008.

**The SCN code repair rate is 100%.**

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

**Note: Please check VMI to determine if a vehicle is involved in this campaign. VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.**

Dealers may also identify vehicles subject to a campaign through **NetStar** by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program. While we regret any inconvenience this causes, Mercedes-Benz USA, LLC is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEdes (1-800-367-6372).