



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

SENT BY CERTIFIED U.S. MAIL

May 2, 2008

National Highway Traffic Safety Administration
Office of Defect Investigation
Attention: George Person, Chief Recall Management Division NVS 215
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: 49 CFR Part 573; Recall of Mercedes-Benz S and CL Front SAM.

Dear Mr. Person:

Pursuant to 49 CFR Part 573.6(c)(10), this letter contains 2 documents that were communicated to our dealers on the above subject and will be submitted in the Mercedes-Benz USA, LLC (MBUSA) regular monthly mailing for the month of May, 2008.

Manufacturer's Campaign Identification Number
2008030005

NHTSA Recall Number
08V-122

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

Sincerely,

Gary H. Bowne
Department Manager Product Compliance, Analysis, Safety and Emissions

GB:sk

Enclosure





Mercedes-Benz

MERCEDES-BENZ USA, LLC
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Phone (201) 273-0000
Fax (201) 273-0117
MBUSA.com

newschannel 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: May 2, 2008

RE: Recall Campaign 2008030005- Update - Replace Front SAM, Models 216, 221, Model Year 2008 Revision B

IMPORTANT UPDATE CONCERNING THIS RECALL CAMPAIGN

An update has been made to the Recall Campaign Bulletin by the inclusion of a copy of the Customer Letter that is being mailed starting today and throughout the month of May, 2008.

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

Please provide the revised campaign bulletin to your technicians and destroy all previous Recall Campaign versions.

The Recall affects approximately 3,283 vehicles in the U.S. Dealers will replace the SAM-Fs in all affected subject vehicles. The repair time for this campaign is 1.1 hours.

The SAM-F replacement rate is 100%. Please be advised that Supply Chain Management has processed a second allocation of parts that will arrive at your location this week. As parts are in short supply please only order additional parts as needed to fulfill service appointments already confirmed.

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. **Unsold vehicles will not be displayed in this program but will appear in VMI. See dealer inventory VIN list previously provided.**

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).

S
service

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER
PARTS: GROUP I OF INFORMATION – PARTS & ACCESSORIES BINDER

Campaign No. 2008030005, March 2008

Revision	Date	Purpose
B	05/02/08	Inclusion of Customer Letter
A	03/29/08	Revision to warranty information
–	03/26/08	Initial release

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **MODELS 216/221, MODEL YEAR 2008**
REPLACE FRONT SAM

This Recall Campaign has been initiated because Daimler AG (DAG) has determined a possible malfunction may occur in the subject vehicles SAM-F (Signal Acquisition and Actuation Module-Front) due to excess manufacturing stress involving the SAM-F transistors. One transistor in the SAM-F is a double transistor that helps control three vehicle functions: electrical supply of the windshield wipers, steering wheel adjustment function, and head lamp operation. A second transistor in the SAM-F helps control the lighting of the center console. A malfunctioning transistor may cause the loss of operation of the headlamps, windshield wipers and steering wheel adjustment function or the center console lighting. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles to replace all potentially affected SAM-Fs.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 3,283 vehicles are involved.

Order No. P-RC-2008030005

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Procedure

Note: Prior to starting the procedure ensure to:

- Use DAS 02/08 with all associated patches or higher.
- Follow the steps exactly as described in DAS.
- Connect battery charger (battery voltage: >12.5 V). (During front SAM replacement the batteries are disconnected. The charger should also be disconnected at that time.)

1. Connect Star Diagnosis to vehicle.
2. Transfer the settings of the front SAM control module to Star Diagnosis by navigating through the following screen menus: Main Groups/Control Units/Body/Dr-side SAM – Driver signal acquisition and actuation module (Interior CAN bus)/Initial startup/Initial startup with automatic takeover of previous control unit (Follow on-screen instructions).

Note (Regarding SDS on-screen instructions)

- **Both** batteries **must** be disconnected **before** replacing front SAM. Refer to WIS document (AR54.21-P-1260SX) because normalization must be performed after the SAM has been replaced. (Charger should be disconnected too).
 - Program new front SAM if so indicated.
3. Replace front SAM; refer to WIS:AR54.21-P-1260SX.
 4. Perform basic programming.

Primary Parts Information

Qty.	Part Name	Part Number	Replacement Rate
1	Front SAM	A221 545 16 32 05	100%

Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Replace Front SAM (02-5994)
 Connect/disconnect Star Diagnosis (02-4762).
 Read-out erase fault memory (02-5059)
 Connect/disconnect battery charger (with SDS connected) (02-5058)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
54 918 01 7	02-5994	0.7	AA, AB, AC, AD, AE DA, DB, DC, DD
	02-4762	0.2	
	02-5059	0.1	
	02-5058	0.1	



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services

Safety Recall #2008-030005

May, 2008

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2008 CL and S-Class vehicles with regard to the SAM-F (Signal Acquisition and Actuation Module-Front). Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

DAG has determined a possible malfunction may occur in the subject vehicles SAM-F due to quality control issues at the supplier of the SAM-F transistors. Your vehicle has two such SAM-F transistors. One transistor in the SAM-F is a double transistor that helps control three vehicle functions: electrical supply of the windshield wipers, steering wheel adjustment function, and head lamp operation. A second transistor in the SAM-F helps control the lighting of the center console. A malfunctioning transistor may cause the loss of operation of your headlamps and windshield wipers or the center console lighting which may affect your ability to safely operate your vehicle. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles to replace all potentially affected SAM-F's.

Your authorized Mercedes-Benz dealer has replacement SAM-F's available that it will install in your vehicle to correct the situation described above. This service will be provided free of charge. The working time required is approximately 1 hour. As a matter of normal service process, your authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2008-030005.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

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P.O. Box 350
Montvale, NJ 07645-0350
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