



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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newschannel UPDATE

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

FROM: Thomas Brunner; Department Manager; Product Compliance, Analysis, Safety & Emissions; Engineering Services

DATE: January 8, 2010

RE: Recall Campaign 2009 110005 – **Retrofit Securing Clamps at Fuel Line Quick Connectors, Model 463, Model Year 2009**

On Wednesday, November 25, 2009 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on certain Model Year 2009 G-550 (463) vehicles with regard to the Fuel Line Quick Connectors. This notification is posted on the NHTSA web site and may generate some customer questions.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that certain fuel line quick connectors –located under the vehicle away from the engine compartment and used only in the Mercedes-Benz G-Class – may not have been connected properly on the assembly line and completely seated in the connection. In case of a frontal crash, the fuel pump would no longer function but a partial dislocation of the line could lead to a potential for fuel loss from the line at the quick connector partial connection.

Given this notice, it is illegal to retail any affected MY 2009, Model G-550 (463) vehicles in your inventory until the vehicle has been repaired.

The Recall Campaign is being launched today and the **351 affected vehicles** will be flagged in VMI. The recall will be conducted to check the connection of the fuel line quick connectors and install a new clamp to assure the quick connectors are secured.

The repair time is 0.9 hours to install the fuel line quick connector clamps. The installation rate is 100%.

An allocation of replacement parts has been sent to each dealer with affected dealer inventory. Additional parts may be ordered as required. Please note parts are in limited supply and should be ordered for scheduled appointments only.

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

Owner notification will be mailed January 15, 2010.

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.

Note: 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).

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