



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:** March 27, 2009

**RE: Recall Campaign 2009030001- Check Door Locks For Correct Part Number, Replace Door Locks If Necessary , Model 221, Model Year 2009**

On March 10, 2008 dealers were notified that Mercedes-Benz USA, LLC will conduct a voluntary Recall Campaign on certain Model Year 2009 S-Class (221) vehicles with regard to the door locks. This notification is posted on the NHTSA web site and may generate some customer questions.

Daimler AG (DAG) has determined that incorrect labeling of the door locks may have occurred. Due to this incorrect part number label on the door locks it is possible that the front and rear door locks were interchanged during production. The exchange of a front and a rear door lock would result in a front door lock that cannot be opened by merely pulling on the interior handle and a rear door lock that can be opened with a simple pull of the interior door handle even if locked. This situation could affect the safe exiting of a vehicle in the event of a crash or protection of children from inadvertent opening of the rear door.

Mercedes-Benz USA, LLC therefore has initiated a recall for the subject vehicles described above. The recall will be conducted to check the part number on all door locks and replace, if necessary, any incorrectly installed door lock.

**The Recall Campaign is being launched today** and the **52 affected vehicles** will be flagged in VMI. The repair time is 0.2 hours to check the door lock part numbers and 4.4 hours to check and replace the door locks in the very unlikely situation that both door locks on one side of the vehicle are incorrect. The estimated door lock replacement rate is less than 5%.

**Dealers may order replacement parts as required.**

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

**Owner notification will be sent approximately April 1, 2009.**

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).

