



Mercedes-Benz

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newschannel UPDATE

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

FROM: Thomas Brunner; Department Manager; Vehicle Compliance and Analysis; Engineering Services

DATE: January 14, 2011

RE: Recall Campaign 2010110008- Remove Headlamp Grills, Replace Front Turn Signal Lenses, Model 463, Model Years 2002 - 2010

This Recall Campaign is being launched today and the approximately 4,474 affected vehicles will be flagged in VMI.

On August 4, 2010 Dealers were informed that the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA, LLC (MBUSA) would conduct a voluntary Recall Campaign on certain Model Year 2002 - 2010 G-Class (463) vehicles with regard to the headlamp grills and front turn signal grills. This notification is posted on the NHTSA web site and may generate some customer questions.

Given this notice, it is a violation of Federal Law to retail or deliver any affected new or pre-owned G-Class (463) vehicles, covered by this notification, in your inventory for sale or lease until the headlamp grills have been removed and/or the front turn signal lenses replaced.

The repair will involve removal of the headlamp grills and/or replacement of the front turn signal lenses if front turn signal grills are installed. (The rear tail lamp grills are compliant and do not need to be removed).

Parts

- An initial quantity of the required parts will be distributed automatically to dealers.

Owner Notification

- Owner notification letters for the approximately 4,474 affected vehicles with factory equipped headlamp grills and/or front turn signal grills will be mailed approximately one week after recall launch.

Owner Notification to customers who may have purchased headlamp grills and/or turn signal grills as accessories.

In addition, approximately 8,500 G-Class vehicle owners without factory installed Mercedes-Benz headlamp grills or turn signal grills will be mailed a separate recall letter.

- If the vehicles are equipped with affected Mercedes-Benz accessory headlamp grills or turn signal grills (see below) owners will be requested to contact the Customer Assistance Center (CAC) so their vehicle may be added to the existing recall campaign.

service



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- If a customer with affected Mercedes-Benz headlamp grills or turn signal grills calls your dealership to schedule a repair appointment and the recall does not appear on VMI, please call the CAC to add this vehicle to the recall campaign.
- **If an owner's vehicle is not equipped with Mercedes-Benz accessory headlamp grills or turn signal grills, it is not included in the recall and the owner may disregard the recall letter.**

Affected Headlamp Grills and Turn Signal Grills



Please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372) to add this vehicle to the recall campaign

Background

Daimler AG (DAG) has determined that certain model year 2002-2010 G-Class vehicles equipped with and dealer installed (accessory) headlamp and front fender turn signal grills fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 108 S7.8.5, "Lamps, Reflective Devices, and Associated Equipment." Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. (Rear tail lamp grills are not affected by this recall).

The headlamps of the affected vehicles are equipped with a protective grill for protection of the headlamps during off-highway operation. FMVSS 108 S7.8.5 specifies that a grill shall not be installed in front of the lamp. The affected vehicles with the protective grills installed fail to meet all luminosity requirements of FMVSS 108 thereby increasing the risk of a crash. The affected vehicles may also be equipped with an allowable grill cover for front turn signal protection which also affects compliance with FMVSS 108 by reducing the turn signals' light visibility to other motorists.

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

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).