



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 6, 2011

MR. FRANK J. DIERTL
GENERAL MANAGER
ENGINEERING SERVICES
MERCEDES-BENZ USA, LLC
PO BOX 350
MONTVALE, NJ 07645-0350

NVS-215dgl
11V-208

SUBJECT: CRUISE CONTROL SYSTEM/BRAKE SWITCH FAILURE

DEAR MR. DIERTL:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
MERCEDES BENZ/M-CLASS/2000-2004

NHTSA Campaign Number: 11V-208

Mfg's Report Date: March 31, 2011

Components: VEHICLE SPEED CONTROL: CRUISE CONTROL

Potential Number of Units Affected: 136,751

Summary:

MERCEDES-BENZ IS RECALLING CERTAIN MODEL YEAR 2000-2002 M-CLASS AND MODEL YEAR 2000-2004 M-CLASS AMG VEHICLES. THE CRUISE CONTROL SYSTEM IN THE AFFECTED VEHICLES ALLOWS THE DRIVER TO DISENGAGE THE SYSTEM IN A NUMBER OF WAYS, INCLUDING TAPPING THE BRAKE PEDAL, USING THE CRUISE CONTROL STALK, OR BRAKING THE VEHICLE ENOUGH TO REACH A CERTAIN RATE OF DECELERATION. MERCEDES-BENZ HAS DETERMINED THAT UNDER CERTAIN CIRCUMSTANCES USE OF THE BRAKE PEDAL MAY NOT AUTOMATICALLY DISENGAGE CRUISE CONTROL AS EXPECTED BY THE DRIVER, ALTHOUGH THE OTHER MEANS OF DEACTIVATING CRUISE CONTROL REMAIN FULLY OPERATIVE. SPECIFICALLY, WHERE THE DRIVER PUMPS THE BRAKES RATHER THAN APPLYING CONSISTENT PEDAL FORCE, THE LEVEL OF FORCE REQUIRED MAY BE UNUSUALLY HIGH.

Consequence:

DIFFICULTY OR DELAY IN DISENGAGING CRUISE CONTROL CAN INCREASE THE RISK OF A CRASH.

Remedy:

DEALERS WILL REPAIR THE VEHICLES FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING SEPTEMBER 2011. OWNERS MAY CONTACT MERCEDES-BENZ AT 1-800-367-6372.

Notes:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall was the subject of a Preliminary Evaluation, PE10-050, conducted by the Office of Defects Investigation.

Please provide the following additional information and be reminded of the following requirements:

The chronology of principal events that served as the basis for Mercedes-Benz's defect decision does not meet the requirements of 49 CFR 573.6(c)(6). Please provide a chronology that, at a minimum, meets those requirements to include a summary of all warranty claims, field or service reports, and other information, with their dates of receipt.

Mercedes-Benz has indicated that its launch of this recall will be significantly delayed, and that a free remedy for owners is not expected until September 2011. Please be reminded that regardless of this delay, it is expected that Mercedes-Benz will issue owner notification letters to its owners informing them of the possible existence of a safety defect in their respective vehicles within 60 days of its notification to NHTSA, and advising of any actions owners may take in the meantime as they wait for the free remedy program to launch. Please inform this office as soon as possible of the date by which Mercedes-Benz plans to issue these notifications to its owners.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement