



Mercedes-Benz

MERCEDES-BENZ USA, LLC

One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350

Phone (201) 573-0600

Fax (201) 573-0117

MBUSA.com

## 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: April 1, 2011

RE: **Recall Campaign– Disengaging the Cruise Control , Model 163 Model Year 2000 – 2002 and 2000 – 2004 Model 163 AMG**

On Thursday, March 31, 2011 the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign related to disengaging the cruise control in certain MY 2000-2002 Mercedes-Benz M-Class and MY 2000-2004 M-Class AMG vehicles. This notification will be posted on the NHTSA web site and may generate some customer questions.

### Background

The cruise control system in the affected vehicles allows the driver to disengage the system by tapping the brake pedal or by using the cruise control stalk. The cruise control is also designed to disengage automatically when the vehicle achieves a certain deceleration rate or when the speed is reduced below 25 miles/hour. Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, determined that the signal to disengage the cruise control may not be initiated if the plunger within the brake lamp switch becomes immovable. In this situation, the driver can still disengage the cruise control, achieving the referenced deceleration rate, by applying an amount of brake pedal force comparable to that used when approaching a traffic light. The cruise control can also be disengaged by pushing the stalk towards the instrument cluster. There have been no accidents or injuries of any kind associated with the alleged defect. DAG has decided to conduct a safety recall to address the potential for future concerns related to disengaging the cruise control. A failure or delay in disengaging the cruise control can increase the risk of a crash.

MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the brake lamp switch in the subject vehicles.

**This Recall Campaign will be launched in September/October, 2011, based on parts availability, and affects approximately 137,000 vehicles in the U.S.**

Updates will be provided as soon as additional information can be provided.

While we regret any inconvenience this causes, MBUSA 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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## 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: April 6, 2011

RE: **Recall Campaign UPDATE- Disengaging the Cruise Control , Model 163 Model Year 2000 – 2002 and 2000 – 2004 Model 163 AMG**

On Friday, April 1, 2011 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign related to disengaging the cruise control in certain MY 2000-2002 Mercedes-Benz M-Class and MY 2000-2004 ML-55 AMG vehicles. This notification is posted on the NHTSA web site and may generate some customer questions.

Daimler AG (DAG) has determined that on MY 2000-2002 M-Class and MY 2000-2004 ML 55 AMG vehicles, in isolated instances, the cruise control function may not disengage when the brake pedal is tapped. The driver can still disengage the cruise control by a more firm application of the brake or in the usual way by moving the cruise control stalk to the off position. The cruise control also automatically disengages when the vehicle speed is reduced below 25 mph. There have been no reported accidents or injuries.

Some customers reported instances in which they had difficulty disengaging the cruise control, but in each case the driver used one of the alternate methods to turn the cruise control off. NHTSA received similar reports and opened an investigation on that basis. DAG has decided to conduct a safety recall to resolve the issue in the approximately 137,000 vehicles in the US.

Since the situation is triggered by a malfunction of the brake lamp switch, MBUSA will replace the brake lamp switch on these models beginning in September at no cost to customers.

Prior to the recall campaign launch, MBUSA, will cover the cost of parts and labor to repair a subject vehicle with a replacement part if the vehicle exhibits the malfunction described above. In this way, we continue our on-going efforts to assure the proper performance of Mercedes-Benz products and to ensure customer satisfaction. A further update with the details of this additional coverage will be available shortly.

MBUSA will also inform customers in the next few weeks of the pending recall and our commitment to replace the brake lamp switch should the cruise control exhibit the above condition before the recall launch. We will also remind the customer to disengage the cruise control by using the stalk or by applying firm pressure on the brake pedal, and to avoid pumping the brakes which can temporarily lead to depletion of the brake booster.

While we regret any inconvenience this may cause, MBUSA 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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# newschannel UPDATE

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

**FROM:** Dan Edwards, Department Manager, Warranty Services; Engineering Services

**DATE:** April 8, 2011

**RE: Interim Repair: Recall Campaign UPDATE – Disengaging the Cruise Control , Model 163 Model Year 2000 – 2002 and 2000 – 2004 Model 163 AMG**

Daimler AG (DAG) has determined that on MY 2000-2002 M-Class and MY 2000-2004 ML 55 AMG vehicles, in isolated instances, the cruise control function may not disengage when the brake pedal is tapped. The driver can still disengage the cruise control by a more firm application of the brake or in the usual way by moving the cruise control stalk to the off position. The cruise control also automatically disengages when the vehicle speed is reduced below 25 mph. There have been no reported accidents or injuries.

Since the situation is triggered by a malfunction of the brake lamp switch, MBUSA will replace the brake lamp switch on these models beginning in September at no cost to customers.

Prior to the recall campaign launch, MBUSA will cover the cost of parts and labor to repair a subject vehicle with a replacement part if the vehicle exhibits the malfunction described above. Only vehicles which are identified in the "Service Packages" section of VMI may be covered under this interim repair. In this way, we continue our on-going efforts to assure the proper performance of Mercedes-Benz products and ensure customer satisfaction.

MBUSA will inform customers in the next few weeks of the pending recall and our commitment to replace the brake lamp switch should the cruise control exhibit the above condition before the recall launch. A malfunctioning brake lamp switch may be replaced immediately using the below procedure:

1. If the brake lamp switch fails during the period prior to recall launch, the necessary repairs will be covered under warranty. A claim should be submitted using the damage code mentioned below.
2. Reimbursement for customers who have already paid to have the brake lamp switch replaced for a reason that would be covered under this interim repair measure, can seek reimbursement once the recall has launched.

Any repairs made under this interim repair should be performed by an authorized Mercedes-Benz dealership. This interim repair does not cover any other components of the braking system or otherwise extend any other warranty coverage on the vehicle. Standard warranty terms and exclusions apply to all other components. Only the following damage code can be claimed for the replacement of the Brake Lamp Switch: **Damage Code 5460K**

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