



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

SENT VIA CERTIFIED U.S. MAIL

September 23, 2011

National Highway Traffic Safety Administration
Office of Defect Investigation
Attention: Jennifer Timian, Chief Recall Management Division NVS 215
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: 49 CFR Part 573; Recall of Mercedes-Benz M-Class (163) Disengaging Cruise Control

Dear Ms. Timian:

Pursuant to 49 CFR Part 573.6(c)(10), this letter contains 4 documents (Two Dealer notifications, Dealer Work Instructions and Customer Letter) that were communicated to our dealers on the above subject and will be submitted in the Mercedes-Benz USA, LLC (MBUSA) regular monthly mailing for the month of September, 2011.

Manufacturer's Campaign Identification Number
2011090001

NHTSA Recall Number
11V-208

Should you have any questions, please do not hesitate to contact me at brunnert@mbusa.com.

Sincerely,

R-Thomas Brunner
Department Manager,
Vehicle Compliance and Analysis

Stephen Kraitz
Compliance Engineer
Vehicle Compliance and Analysis

Enclosure



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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
RE: : Recall Campaign 2011090001 - Disengaging the Cruise Control, Model 163 Model Year 1999 - 2002 and MY 2000 - 2003 ML 55 AMG	DATE: September 23, 2011

This Recall Campaign is being launched today and the 135,059 affected vehicles will be flagged in VMI.

On Friday, April 1, 2011 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign in September/October 2011 related to disengaging the cruise control in certain MY 1999-2002 M-Class and MY 2000-2003 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 pedal (as if you were braking to a stop) or in the usual way by pushing the cruise control stalk to the off position. The cruise control also automatically disengages when the vehicle speed is reduced below 25 mph.

Parts - An approximate 20% allocation of replacement parts will be sent to each dealer by the launch date. Dealers may order additional replacement parts as required. The replacement rate of the brake lamp switch is 100%.

Owner Notification - Due to the volume of affected vehicles, parts availability and dealer service capacity, owner notification will begin approximately 1 week from today and will continue throughout the month of October, 2011.

Please assure your customers with subject vehicles who may have inquiries concerning this campaign, but who have not yet received a customer letter, that they will receive an owner notification shortly. If your dealership is adequately stocked with the replacement part, and your service capacity permits, please schedule a repair for this customer as soon as possible.

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.

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.

Background - Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that MY 1999-2002 M-Class and MY 2000-2003 ML 55 AMG vehicles, in isolated instances, the cruise control function may not disengage when the brake pedal is tapped. Since the situation is triggered by a malfunction of the brake lamp switch, MBUSA will replace the brake lamp switch on these models at no cost to customers. A copy of the campaign bulletin is attached, and may also be found on StarTekInfo. This notification is posted on the NHTSA web site and may generate some customer questions.

Some customers have 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. 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 at no cost to customers. A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

If the customer already paid to have this condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they may be eligible to receive reimbursement.

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).



Mercedes-Benz

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Service

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
RE: : Interim Repair: Recall Campaign UPDATE – Disengaging the Cruise Control , Model 163 Model Year 1999 – 2002 and MY 2000 – 2003 163.174 (ML 55 AMG)	DATE: September 23, 2011

UPDATE – The Interim Repair Coverage is ending with the recall launch.

On April 8, 2011 MBUSA informed the Dealers of the availability of the Interim Repair coverage, identified in the “Service Packages” section of VMI, for the replacement cost of parts and labor for a malfunctioning brake lamp switch. Subject vehicles that exhibited a malfunction of the brake lamp switch before the recall launch were ensured a no cost replacement of the brake lamp switch for proper cruise control performance and customer satisfaction.

With today’s launch of Recall Campaign 2011090001- **Disengaging the Cruise Control**, the Interim Repair coverage is no longer required or offered. Damage code 5460K is invalid for repair date on or after September 23, 2011. There is no extended warranty on the recall repair other than normal parts warranty.

MBUSA will inform customers over the next few weeks of the recall launch and request they schedule an appointment to replace the brake lamp switch. Please assure your customers with subject vehicles who may have inquiries concerning this campaign, but who have not yet received a customer letter, that they will receive an owner notification shortly. If your dealership is adequately stocked with the replacement part, and your service capacity permits, please schedule a repair for this customer as soon as possible.

Should you have any questions or concerns, please do not hesitate to contact the Warranty Services Group (WSG) at 877-974-6287.

Thank you.



FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER
PARTS: GROUP I OF INFORMATION – PARTS & ACCESSORIES BINDER

Campaign No. 2011090001, September 2011

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 163, Model Years 1999 – 2002 and Model 163.174 Model Years 2000 – 2003
Disengaging the Cruise Control**

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on MY 1999 - 2002 M-Class and MY 2000 - 2003 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 pedal (as if you were braking to a stop) or in the usual way by pushing the cruise control stalk to the off position. Since the situation is triggered by a malfunction of the brake lamp switch, Dealers will replace the brake lamp switch.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 135,059 vehicles are involved.

Order No. T-RC-2011090001

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Procedure

Note:

Installation instructions for installation of the brake light switch have changed. Please be sure to read instructions (below) **completely** prior to installation of new switch. The use of a feeler gauge is now required to properly set adjustment between the retaining plate of the brake pedal and the tappet (actuating pin) of brake light switch. Please refer also to the installation video attached below.

1. Replace brake light switch; refer to WIS: AR42.10-P-0040GH (attached to the end of this Procedure).

Note:

WIS instructions: AR42.10-P-0040GH available in WIS release 08/11 are incorrect and are in the process of being updated. Please be sure and use **only** the instructions attached to the end of this Procedure **until** the instructions are updated in the 09/11 WIS release.

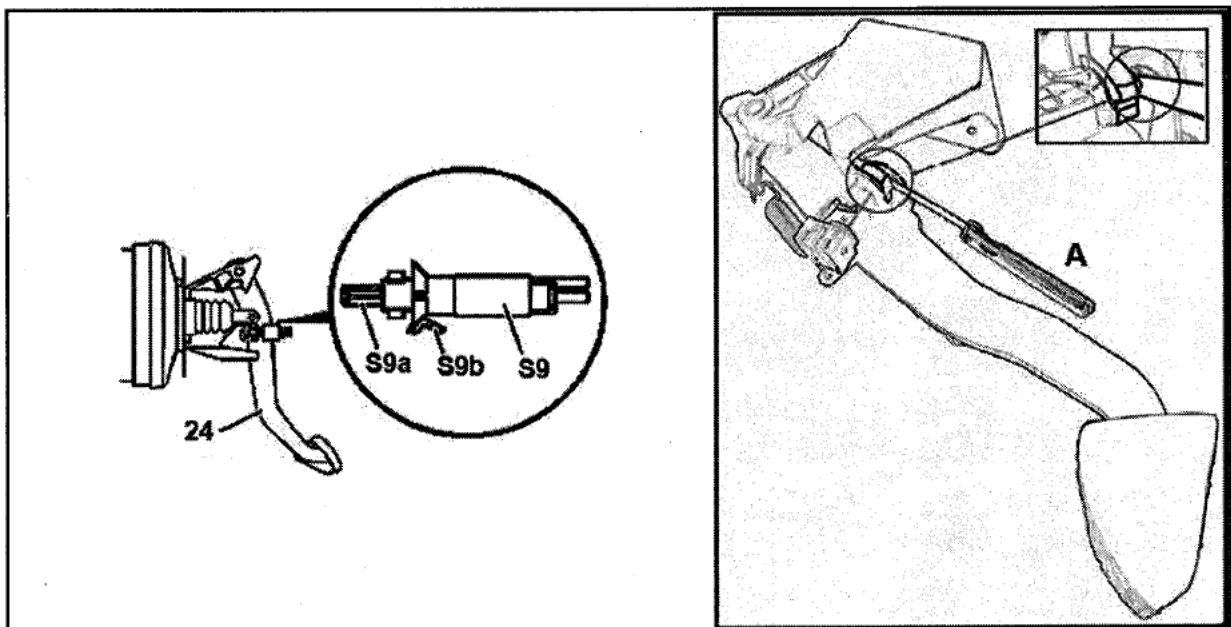
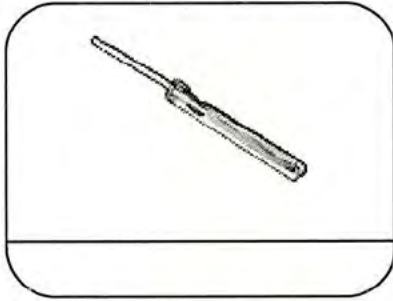


Figure 1

Note for the installation of brake light switches (to view video double click on attachment icon):

- Pull out white actuating pin (S9a, Figure 1) at brake light switch (S9) up to end stop.
- Press brake pedal (24, Figure 1) forwards.
- Install brake light switch.
- Slide **feeler gauge** (A, Figure 1) (1.2 mm) between retaining plate of brake pedal and tappet (S9a) (actuating pin) of brake light switch.
- Slowly release brake pedal; the actuating path adjusts itself automatically.
- Remove **feeler gauge**.

Locally Sourced Tool



Feeler gauge (1.2 mm)

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Brake light switch	A 001 545 95 09 05	100

Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Replace brake light switch (02-7168)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
54 930 37 7	02-7168	0.3	K1, K2, K3, K4

NOTE REGARDING CUSTOMER REIMBURSEMENT

Reimbursement to customers for repairs performed prior to this recall:

If the customer already paid to have this recall campaign condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

Reimbursement is limited to the amount the replacement of the brake light switch would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 54 930 37 8 as a sublet, utilizing the sublet code of "SUB." Sublet repairs require dealer text as stated in the Warranty Policies and Procedures Manual. Repair date should be the date that the customer paid for the repair.

Note:

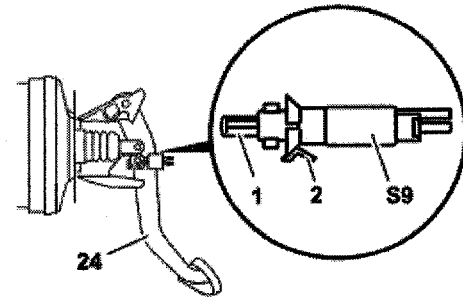
Please note the claim submitted for customer reimbursement will **not** close the campaign (if still open). If the customer is still in possession of the vehicle with an open campaign, please arrange to close the campaign in the usual manner as described in this bulletin.



AR42.10-P-0040GH	Remove/install mechanical stop lamp switch	2.9.11
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MODEL 163.113 /128 /136 /154 /157 /172 /174 /175

- 1 Actuating pin
- 2 Catch
- 24 Brake pedal
- S9 Stop lamp switch



P42.10-2215-01

Modification notes

2.9.11	Installation for repair method revised	Operation step 4
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	Remove/install	
1	Remove cover below dashboard	AR68.10-P-1500GH
2	Unplug electrical connector at stop lamp switch (S9)	
3	Press catch (2)	
4	Turn and pull out stop lamp switch (S9)	<p> Installation: Pull actuating pin (1) all way out of brake light switch (S9), push brake pedal (24) forward, install brake light switch (S9).</p> <p>Slide feeler gauge (1.2 mm) between retaining plate of brake pedal and brake light switch (S9) plunger. Slowly release brake pedal (24), the control travel is automatically set. Remove feeler gauge.</p>
5	Install in the reverse order	



Mercedes-Benz

**Safety Recall # 2011090001
Cruise Control System**

Mercedes-Benz USA, LLC

Alan J. McLaren

President

Mercedes-Benz USA, LLC

October, 2011

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 1999-2002 M-Class and Model Year 2000 - 2003 ML 55 AMG vehicles. As a result, Mercedes-Benz USA, LLC (MBUSA) is conducting a safety recall. This is a follow-up to letters sent in May, 2011.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

This recall relates to the cruise control system in your vehicle. Cruise control can be disengaged in a variety of ways in the M-Class. One way to disengage cruise control is to tap on the brake pedal. You can also disengage the cruise control by pushing the cruise control stalk towards the instrument cluster. In addition, cruise control will automatically disengage if the vehicle is traveling at less than 25 mph or if the system detects a certain rate of deceleration.

Under certain circumstances, tapping the brake pedal may not automatically disengage cruise control as expected. If this happens and you step firmly on the brake pedal (as if you were braking to a stop), the cruise control will disengage. However, if you pump the brake pedal rather than push down firmly with a consistent force, an unusually high amount of force may be necessary in order to disengage the cruise control. If you use the cruise control in your vehicle, and experience any lag in the cruise control disengaging, push the cruise control stalk towards the instrument cluster. Your cruise control system will then disengage immediately. (See illustration on reverse side of letter.)

MBUSA is conducting a safety recall because delay or difficulty in disengaging cruise control can increase the risk of a crash. An authorized Mercedes-Benz dealer will replace the brake lamp switch in your vehicle to correct this situation. **This service will be provided free of charge.** The working time is approximately one-half hour. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. **Please contact an authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2011090001.**

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact an authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If a dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

Alan J. McLaren

President

Mercedes-Benz USA, LLC

10000 Old Branch Road

Mercedesville, OH 45348

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IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

SCRAPPED

STOLEN

OTHER _____

SOLD

I HAVE SOLD THE VEHICLE TO: _____

MY NEW ADDRESS IS: _____

NAME _____

STREET _____

APT. _____

CITY _____

STATE _____

ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.

Methods for Disengaging Cruise Control:

To disengage cruise control, briefly push the lever towards the instrument cluster. When you step on the brake pedal or the vehicle speed drops below approximately 25 mph (40 km/h) cruise control will also be disengaged.

