



Mercedes-Benz

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Service

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 2012010006 – Check Tire Pressure Monitoring Coding, Update if Necessary, MY 2011 - 2012 Model 221 (S-Class)	DATE: September 5, 2014

IMPORTANT RECALL CAMPAIGN LAUNCH

This Recall Campaign is being launched today and the 158 affected vehicles will be flagged in VMI.

Parts – No parts are required. Software update rate is 100%. Use Xentry /DAS version 07-08/2014.

Owner Notification - Owner notifications will be sent on September 12, 2014.

What's the Issue:

Daimler AG (DAG) has determined that in approximately 158 Model Year 2011 and 2012 S-Class vehicles the Tire Pressure Monitoring System (TPMS) may fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 138, "Tire Pressure Monitoring Systems".

The subject vehicles contain TPMS software which does not meet certain TPMS instrument cluster indicator requirements of FMVSS 138. Specifically, the TPMS malfunction indicator may not continue to illuminate whenever there is a TPMS malfunction. The TPMS will provide an initial warning, but this warning will not automatically repeat on subsequent ignition cycles as is required. An authorized Mercedes-Benz dealer will reprogram the vehicles TPMS to correct this condition. MBUSA notified the NHTSA on August 21, 2014 of this recall, which may generate questions from your customers.

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

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.

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.

While we regret any inconvenience this may cause, 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).



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