

Mercedes-Benz USA, LLC

A Daimler Company

#### SENT VIA CERTIFIED U.S. MAIL

May 31, 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 2 documents (Dealer notification and Interim 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 May, 2011.

<u>Manufacturer's Campaign Identification Number</u> Unavailable

NHTSA Recall Number

11V-208

Should you have any questions, please do not hesitate to contact me at 201-573-2622.

Sincerely,

R-Thomas Brunner Department Manager,

Vehicle Compliance and Analysis

Stephen Kraitz Compliance Engineer

Vehicle Compliance and Analysis

Enclosure



## 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: May 26, 2011

RE: Record Campan, a GPDATE- Interim Customer Letter - Disengaging the Cruise Control, Model 163 Model Year 2000 - 2002 and 2000 - 2004 Model 163 AMG

# **UPDATE-** Interim Customer Letters will be mailed to customers the week of May 30, 2011.

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.

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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.

### mission Owner Notice dece

MBUSA will notify owners of affected vehicles of the upcoming recall with an interim owner notification letter. Letters for the approximately 137,000 affected vehicles will be mailed the week of May 30, 2011. See attached.

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 NewsChannel message with the details of this additional coverage was posted on April 8, 2011.

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).



#### Important Safety Notice

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Dear Methedes Benr Öwner.

Recently: Mercedes Berz USA, FLC (MBUSA) and Darmler AG (DAG) announced a safety recall involving certain Model Year 2000-2024 M Class vehicles and MY 2000-2004 M Class ML55AMG vehicles. The purpose of this letter is to explain what this recall is about, what MBUSA is doing to correct it, and when parts will be available.

Country AG (DAG), the manufacturer of Mercedes Benz vehicles, has decided that a defect which relates to motor vehicle solety exists in certain Model Year 2000-2002 M Class vehicles and MY 2000-2004 M-Class Mi 55AMG vehicles. As a result, MBUSA is conducting a safety recall.

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

This retail 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 chicke is traveling at less than 25 mph or if the system detects a certain rate of decideration.

Under certain a reunistances, tapping the brake pedal may not automatically disengage cruise control as expected. If this tappens and you step termly on the brake pedal rus if you were braking to a stop), the cruise control will disengage. However, if you camp the brake pedal rather than push down family with a consistent force, an unusual high amount of force may be recessively in order to disengage the cruise control. MBUSA is conducting a safety recall because delay or difficulty in presence or order can increase the risk of a crash.

 $\#_{\theta}$  are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedos Benz dealer to have the report and  $\theta$  too free of charge.

in you use the cruise control in your vehicle, and experience any lag in the cruise control disengaging, pash the cruise control stalk towards the instrument cluster. Your cruise control system will then disengage immediately

About yes have any concerns, or experience any difficulty with your cruise control system before you receive another letter, pease contact an authorized Mercedes-Benz dealer who will install an interim replacement free of charge until the permanent explacement is available.

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.

In case you have any questions or concerns that your dealer is unable to resolve, please contact the Mercodes-Benz USA Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372) or call the toll-free NHTSA Auto Safety Hotline at 1-888-327-4236 (11) 1-800-424-9153), or go to http://www.safercar.gov

An applicable for any inconvenience this situation may cause you

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