



Mercedes-Benz USA, LLC  
A Daimler Company

**SENT VIA CERTIFIED U.S. MAIL**

November 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 Diesel Fuel Filter**

Dear Ms. Timian:

Pursuant to 49 CFR Part 573.6(c)(10), this letter contains 3 documents (Customer Letter, Dealer notification, and Dealer Work Instructions) 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 November, 2011.

Manufacturer's Campaign Identification Number  
2011110002

NHTSA Recall Number  
11V-496

Should you have any questions, please do not hesitate to contact me at [brunnert@mbusa.com](mailto:brunnert@mbusa.com).

Sincerely,

R-Thomas Brunner  
Department Manager,  
Vehicle Compliance and Analysis

Stephen Kraitz  
Compliance Engineer  
Vehicle Compliance and Analysis

Enclosure



Mercedes-Benz

December, 2011

**Safety Recall #2011 100002  
Diesel Fuel Filter**

Mercedes-Benz USA, LLC

Alan J. McLaren

Vice President  
Customer Services

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 **Diesel Fuel Only** Model Year 2011 M-Class, GL-Class, E-Class Sedan, R-Class and Model Year 2012 S-Class vehicles with regard to the diesel fuel filter. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

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

The diesel fuel filter utilizes several different O-rings to seal components within the filter. Due to variations in the materials used by the O-ring sub-supplier and variations in certain mating surfaces within the filter, the fuel filter may develop leaks around the fuel heating component of the fuel filter. As a result, diesel fuel might be deposited on the highway and create the potential for a crash. MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will check and if necessary replace the diesel fuel filter in your vehicle.

**This service will be provided free of charge.** The working time required is approximately 1 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

for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2011110002. To locate additional authorized dealers please see [www.MBUSA.com/dealerlocator](http://www.MBUSA.com/dealerlocator).

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  
One Mercedes Drive  
P.O. Box 350  
Mercedes, NJ 07642-0350  
Phone 1-800-FOR-MERCEdes (1-800-367-6372)  
Fax (201) 475-5211  
[www.MBUSA.com](http://www.MBUSA.com)

Campaign No. 2011110002, November 2011

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 164, 164.8, 212, 251, Model Year 2011**  
**Model 221, Model Year 2012**  
**Check Diesel Fuel Filter, Replace if Necessary**

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the diesel fuel filter utilizes several different O-rings to seal components within the filter. Due to variations in the materials used by the O-ring sub-supplier and variations in certain mating surfaces within the filter, the fuel filter may develop leaks around the fuel heating component of the fuel filter. As a result, diesel fuel might be deposited on the highway and create the potential for a crash. MBUSA therefore has initiated a recall of all potentially affected vehicles described above. The recall will be conducted to check and if necessary replace the diesel fuel filter in affected vehicles.

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.

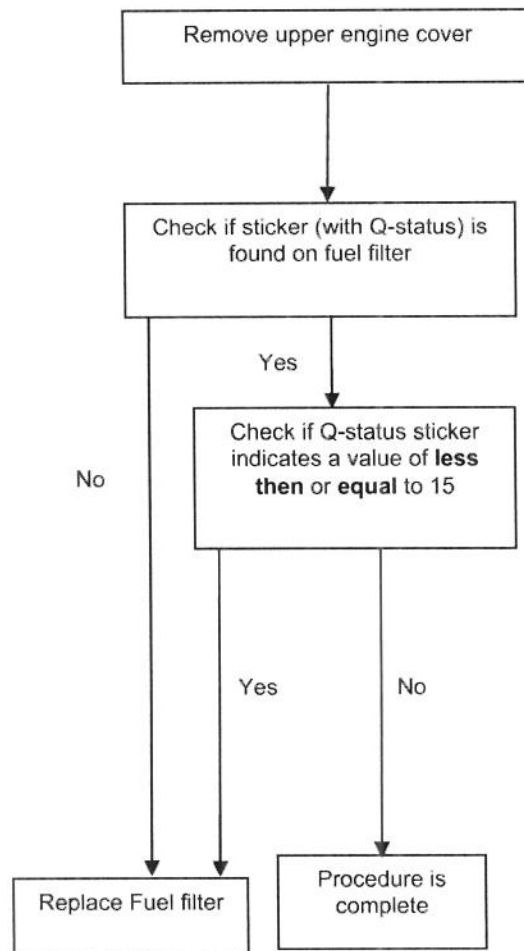
Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 6784 vehicles are involved.

Order No. S-RC-2011110002

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.

## Work process flow chart



Please note, this flow chart does **not** include **all** the steps for this procedure. **Please be sure to perform all steps included in the Procedure starting on the following page:**

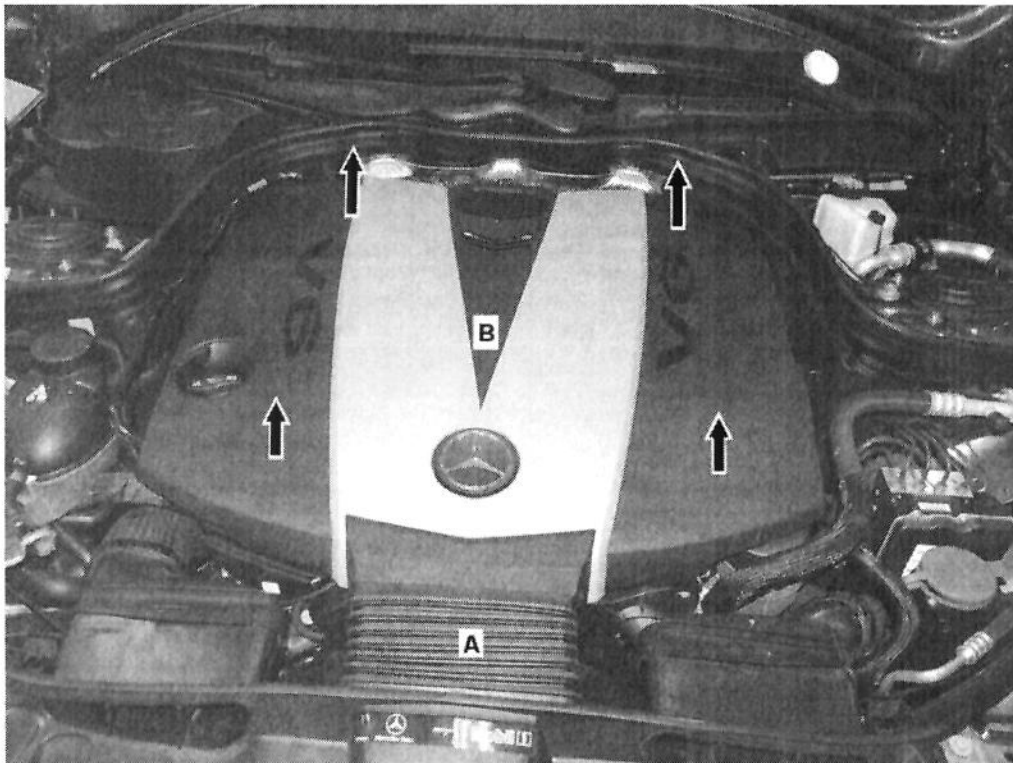
## Procedure

### Warning!

- **Risk of explosion** caused by fuel igniting, **risk of poisoning** caused by inhaling and swallowing fuel and **risk of injury** to eyes and skin caused by contact with fuel.  
No fire, sparks, open flames or smoking. Pour fuel only into suitable and appropriately marked containers. Wear protective clothing when handling fuel. Refer to WIS: AS47.00-Z-0001-01A
- **Risk of injury** to skin and eyes caused by handling hot or glowing objects. Wear safety gloves, protective clothing and safety glasses, if necessary. Refer to WIS: AS00.00-Z-0002-01A.

### Caution!

Information on preventing damage to electronic components due to electrostatic discharge. Refer to WIS: AH54.00-P-0001-01A



**Figure 1**

#### **A. Check Fuel Filter**

1. Remove upper engine cover:
  - Model 164/164.8; refer to WIS: AR01.10-P-2405GZB.
  - Model 221, refer to WIS: AR01.10-P-2405SXI.
  - Model 251; refer to WIS: AR01.10-P-2405RTB.
  - Model 212: Unclip air duct (A, Figure 1) from upper engine cover (B) then disconnect duct (A) from cover (B). Pull cover (B) up (arrows) from mounting posts at front and rear and remove.

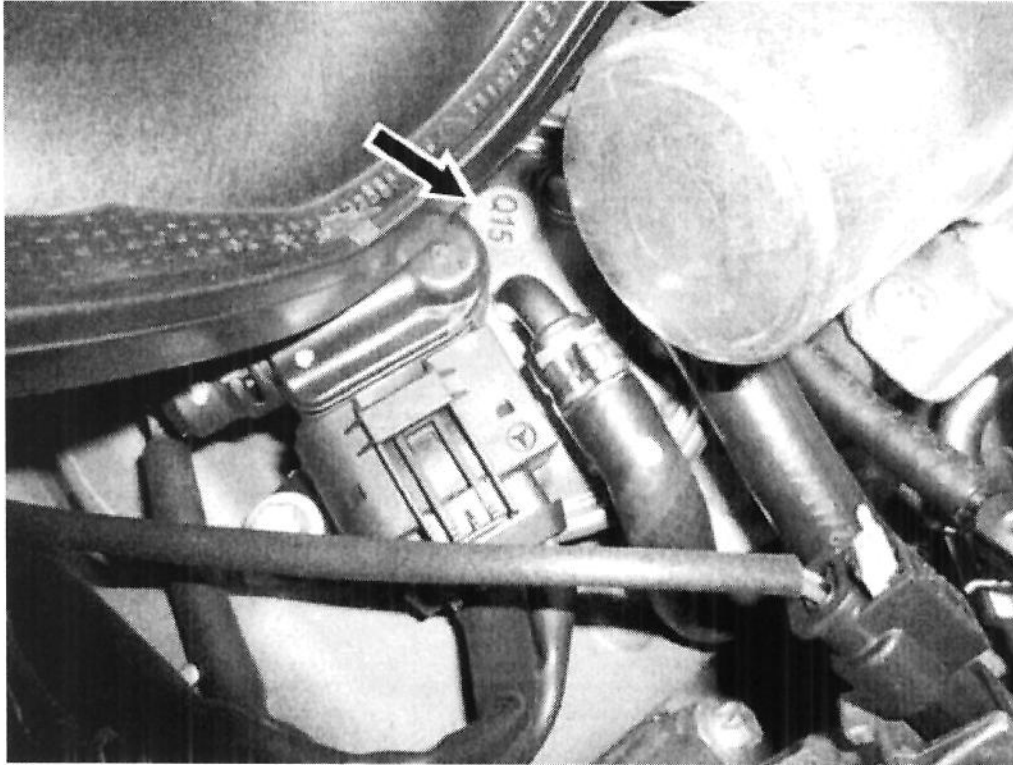


Figure 2

2. Check Q-status sticker on fuel filter:
  - If **no** Q status sticker (arrow, Figure 2) is found on fuel filter **or** if Q-status sticker (arrow) indicating a value of **less than** or **equal** to 15 is found on fuel filter **replace** fuel filter:
    - For models 164/164.8/212/251 proceed to **Subject B**.
    - For model 221; refer to **WIS**: AP47.20-P-0780SXI.
  - Notes** (regarding above WIS instructions)
    - Removal of hose from crankcase ventilation system on oil separator does **not** apply to this campaign.
    - Resetting of values in for HFM-SFI drift compensation does **not** apply to this campaign.
  - If Q-status sticker (arrow, Figure 2) indicating a value of **greater than** 15 is found on fuel filter: Procedure is **complete** (reassemble in reverse order).

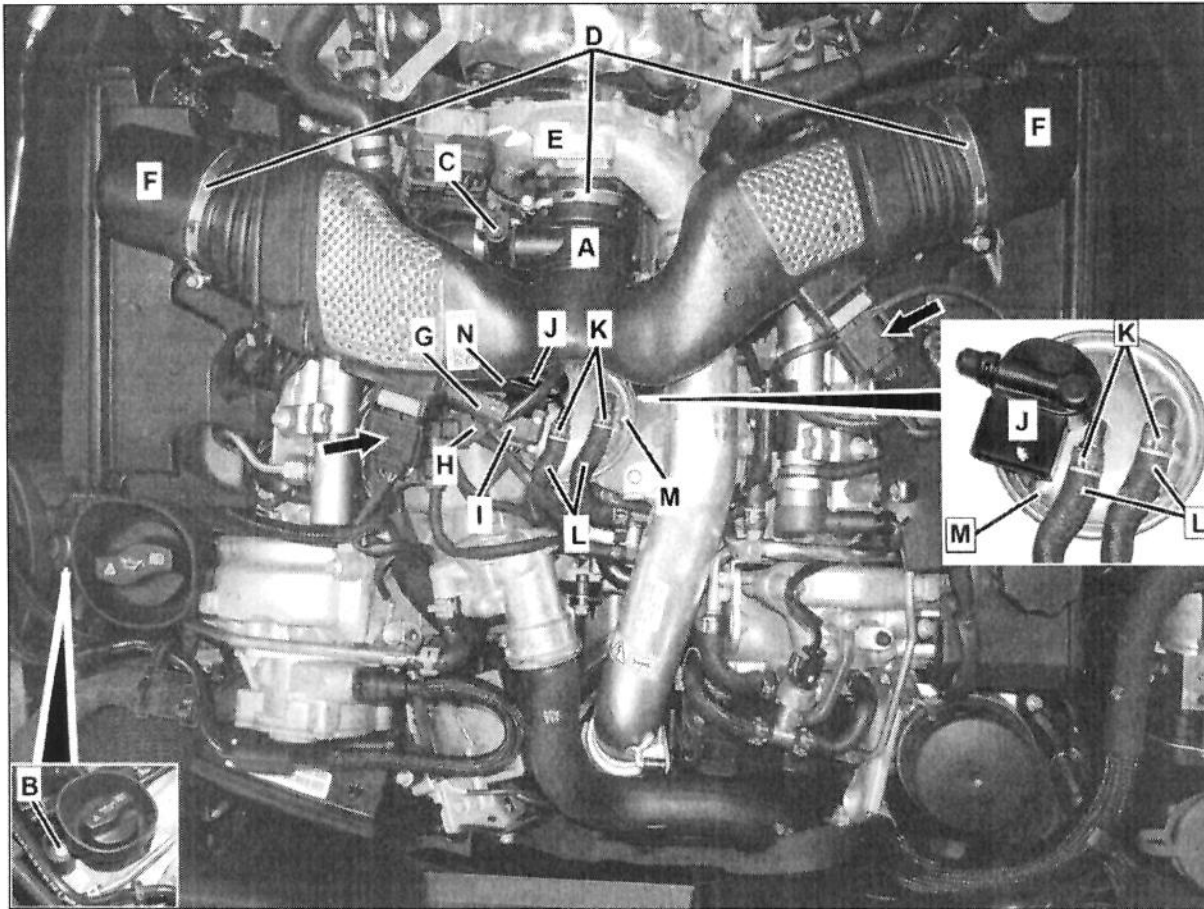


Figure 3 (Overhead view)

## B. Replace Fuel Filter

1. Remove engine air intake duct (A, Figure 3) by loosening clamps (D).
  - Remove bolt (B, Figure 3) securing right air filter housing to engine.
  - Disconnect harness connectors (arrows, Figure 3) from mass air flow sensors and vent line heater (C).
  - Loosen intake duct clamps (D, Figure 3).
  - Partially remove intake air duct (A, Figure 3) from turbocharger (E), remove air intake duct hoses from air filter housings (F) then remove air intake duct (A) from engine.
2. Disconnect engine harness connector (G, Figure 3) from mounting bracket (H) and move aside.
3. Disconnect engine harness connector (I, Figure 3 [to fuel filter]) from water level sensor (J).
4. Unfasten CLICK clamps (K, Figure 3) from fuel lines (L) then disconnect fuel lines (L) from fuel filter (M).

### Note:

- Place shop rag under fuel lines (L) to absorb any escaping fuel.
- Do not reuse CLICK clamps (K).

### ⚠ Caution!

Do not use pointed or sharp-edged tools to disconnect fuel lines (L) from fuel filter (M) or damage to fuel lines (L) may result.

5. Loosen fuel filter bracket screw (N, Figure 3) then remove fuel filter.



6. Installation is in reverse order.

**Note:**

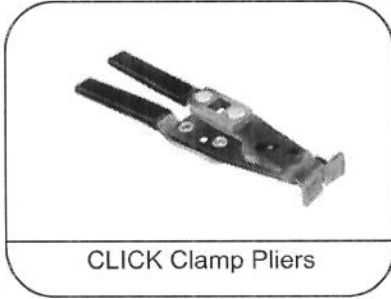
- Do **not** crush the sealing ring between the turbocharger (E, Figure 3 [refer to DTB S-B-09.20/29]) and the engine intake air duct (A).
- Connect fuel lines (L, Figure 3) to filter fuel (M) before tightening fuel filter bracket screw (to allow proper positioning of fuel lines).
- Press down fuel filter (M, Figure 3) as far as possible to the end stop otherwise fuel hoses (L) may be damaged by engine cover (B, Figure 1)
- Torque fuel filter bracket screw (N, Figure 3) to 5 Nm.
- Replace fuel line CLICK clamps (K, Figure 3), do **not** reuse old clamps.
- Use only proper CLICK clamp pliers (refer to page 7) to fasten click clamps (K, Figure 3) to fuel lines (L) or clamps (K) may be damaged when fastening.



**Warning!**

- **Risk of accident** caused by vehicle starting off by itself when engine is running. **Risk of injury** caused by contusions and burns during starting procedure or when working near the engine as it is running.
- **Start engine and check fuel system for leaks.** Secure vehicle to prevent it from moving by it self. Wear closed and snug-fitting work clothes. Do not touch hot or rotating parts. Refer to WIS: AS00.00-Z-0005-01A.



**Locally Sourced Tool****Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Fuel filter	A 642 090 53 52 05	90%
1	Hose clamps	A 004 997 20 90	
1		A 006 997 18 90	

**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****Repair 1**

**Operation:** Check fuel filter (02-7383)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
47 901 36 8	02-7383	0.1	AK, ED, FG, Z6, Z9
		0.3	BF

**Repair 2**

**Operation:** Check fuel filter (02-7383)  
Replace fuel filter (02-7384)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
47 901 36 7	02-7383	0.1	AK, ED, FG, Z6, Z9
		0.3	BF
	02-7384	0.5	AK, BF, FG, Z6, Z9
		0.8	ED

**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 fuel filter would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 47 901 36 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.



Mercedes-Benz

December, 2011

**Safety Recall #2011100002  
Diesel Fuel Filter**

Mercedes-Benz USA, LLC

Alan J. McLaren

Vice President  
Customer Services

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 **Diesel Fuel Only** Model Year 2011 M-Class, GL-Class, E-Class Sedan, R-Class and Model Year 2012 S-Class vehicles with regard to the diesel fuel filter. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

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The diesel fuel filter utilizes several different O-rings to seal components within the filter. Due to variations in the materials used by the O-ring sub-supplier and variations in certain mating surfaces within the filter, the fuel filter may develop leaks around the fuel heating component of the fuel filter. As a result, diesel fuel might be deposited on the highway and create the potential for a crash. MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will check and if necessary replace the diesel fuel filter in your vehicle.

**This service will be provided free of charge.** The working time required is approximately 1 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.

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for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2011110002. To locate additional authorized dealers please see [www.MBUSA.com/dealerlocator](http://www.MBUSA.com/dealerlocator).

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  
One Mercedes Drive  
P.O. Box 350  
Montvale, NJ 07645-0350  
Phone 1-800-FOR-MERCEdes (1-800-367-6372)  
Fax (201) 476-6211  
[www.MBUSA.com](http://www.MBUSA.com)

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.



Mercedes-Benz

December, 2011

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Diesel Fuel Filter**

Mercedes-Benz USA, LLC

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**You may have received a recall letter for a similar condition in November 2010 which resulted in the replacement of the diesel fuel filter on your vehicle. Unfortunately the replacement part used at that time may also contain certain defects described below. As a result, the diesel fuel filter on your vehicle may need to be replaced with the newest filter version.**

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STREET \_\_\_\_\_ APT. \_\_\_\_\_

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