



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 19, 2012

MR. FRANK J. DIERTL
GENERAL MANAGER
MERCEDES-BENZ USA, LLC
ONE MERCEDES DRIVE
P.O. BOX 350
MONTVALE, NJ 07675-0350

NVS-2151rd
12V-264

SUBJECT: REAR SUSPENSION

DEAR MR. DIERTL:

This letter serves to acknowledge Mercedes-Benz USA, LLC's (Mercedes-Benz) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES-BENZ/E350/2007-2009

Mfg's Report Date: June 11, 2012

NHTSA Campaign Number: 12V-264

Components: SUSPENSION: REAR

Potential Number of Units Affected: 3,613

Summary:

MERCEDES-BENZ IS RECALLING CERTAIN MODEL YEAR 2007-2009 E350 4MATIC WAGON VEHICLES MANUFACTURED FROM JULY 1, 2006, THROUGH APRIL 30, 2009. A CONNECTING ROD FOR THE LOAD LEVELING REAR SUSPENSION SYSTEM MAY FAIL.

Consequence:

IF THIS OCCURS, THE DRIVER MAY HAVE REDUCED VEHICLE CONTROL, INCREASING THE RISK OF A CRASH.

Remedy:

MERCEDES-BENZ WILL NOTIFY OWNERS, AND DEALERS WILL INSPECT, AND IF NECESSARY, REPLACE THE LEVEL CONTROL CONNECTING ROD, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING AUGUST 2012. OWNERS MAY CONTACT MERCEDES-BENZ AT 1-201-573-0350.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson, who may be reached by phone at 202-366-9525, by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement