

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 2012120001 – Software Calibration Number (SCN) Code - Front SAM. Model X204 (GLK). Model Year 2013.	DATE: September 5, 2014

IMPORTANT RECALL LAUNCH INFORMATION

This Recall Campaign is being launched today and the 218 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 218 Model Year 2013 GLK-Class vehicles the parking lamps may fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, reflective devices and associated equipment".

DAG has determined that the level of illumination for the front parking lamps in subject vehicles is above the maximum illumination level permitted by FMVSS 108. The higher illumination level may cause glare to oncoming vehicles. An authorized Mercedes-Benz dealer will reprogram the vehicle to lower the illumination level of the front parking lamps. MBUSA notified the NHTSA on September 2, 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).