



Mercedes-Benz

Mercedes-Benz USA, LLC

Urgent Safety Recall # 2013020002
Replace Fuel Filter
NHTSA Recall # 12V-557

Gareth Joyce
Vice President
Customer Services

February, 2013

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 Model Year 2011 - 2012 C-Class, GLK, E-Class Sedan and Coupe, CL and S-Class vehicles with regard to the fuel filter flange. 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.

DAG has determined that due to issues during the injection molding process of a sub-supplier, the affected fuel filter flanges might contain an irregularity. The flange is situated on top of the fuel filter and is used to connect the fuel filter to the fuel tank. In most cases, fuel cannot leak through this irregularity in the flange. However, in some cases the operating pressure along with high operating temperatures could over time lead to the development of a crack in the flange, which may result in fuel leakage and/or loss of fuel system pressure and flow. Fuel leakage in the presence of an external ignition source may lead to a vehicle fire. An authorized Mercedes-Benz dealer will replace the fuel filter in your vehicle to correct this condition.

This service will be provided free of charge. The working time required is approximately 2 hours. **If possible, please arrange it so your fuel level is at no more than one half tank when you bring your vehicle to the dealer.** This will help to reduce the time to complete the repair. 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 **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or other authorized dealer, for additional information and to schedule an appointment at your earliest convenience. To locate additional authorized dealers please see www.MBUSA.com/dealerlocator. Please mention Recall Campaign #2013020002.

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 completed 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 MBUSA 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) 476-6111
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.