



Mercedes-Benz

Mercedes-Benz USA, LLC
A DaimlerChrysler Company

SENT VIA CERTIFIED U.S. MAIL

August 31, 2012

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 Rear Load Leveling

Dear Ms. Timian:

Pursuant to 49 CFR Part 573.6(10), this letter contains 3 documents (Dealer Notification, Repair Instructions, 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 August, 2012.

Manufacturer's Campaign Identification Number
2012070006

NHTSA Recall Number
12V-264

Should you have any questions, please do not hesitate to contact me at brunnert@mbusa.com.

Sincerely,

R-Thomas Brunner
Department Manager,
Vehicle Compliance and Analysis

Stephen Kraitz
Compliance Engineer
Vehicle Compliance and Analysis

Enclosure



MERCEDES-BENZ USA, LLC
 One Mercedes Drive, P.O. Box 300, Northvale, NJ 07645-0300
 Phone (201) 573-0500
 Fax (201) 573-0117
 MBUSA.com



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 2012070006 – Check Level Sensor Linkage at Rear Axle, Replace if Necessary, Model 211 Wagon, Model Years 2007- 2009	DATE: August 31, 2012

This Recall Campaign is being launched today and the 3,613 affected vehicles will be flagged in VMI.

Background

On Friday, June 15, 2012 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on certain Model Year 2007 – 2009 E-Class Wagon (211) vehicles with regard to the rear suspension. This notification is posted on the NHTSA web site and may generate some customer questions.

DAG has determined that the load leveling rear air suspension in the subject vehicles may not perform as designed due to a supplier material specification issue that can cause the ball head of a connecting rod in the level control system to seize. The rod is connected to the stabilizer bar and transmits the vertical movement of the suspension system to a sensor. In the case of a seized ball, the rod may break. Should this occur, the possibility exists that the sensor will generate a constant signal indicating that air suspension level is too low. This triggers a continuous attempt to increase the pressure in the air bellows, which can first lead to uncomfortable and stiff suspension characteristics, and in very rare cases could lead to a loss of air pressure in the air bellows. To date, we are not aware of any cases in the U.S. where the air bellows have failed. As a result of a failure of the rear air suspension connecting rod, owners may experience reduced control of the vehicle which could increase the risk of a vehicle crash. Nevertheless has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the rear air suspension connecting rod in the subject vehicles.

Under this notice, it is a violation of Federal law for a dealer to deliver any new or used Model Year 2007 - 2009 E-Class Wagon (211) covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

Parts **A Dealer allocation of approximately 25% of campaign total will arrive at dealer by launch date. Dealers may order additional parts as required. Parts replacement rate is estimated at 96%.**

Owner notification **Owner notifications will be sent approximately one week after recall launch.**

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 causes, 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).

Campaign No. 2012070006, August 2012

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 211 Wagon, Model Year 2007 - 2009**
Check Level Sensor Linkage at Rear Axle, Replace if Necessary

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the load leveling rear air suspension in the subject vehicles may not perform as designed due to a supplier material specification issue that can cause the connecting rod in the level control system to seize. The rod transmits the vertical movement of the load leveling rear air suspension system to a sensor. If the rod is seized, it may break. Should this occur, the possibility exists that the sensor will continuously attempt to increase the pressure in the air suspension system. This can first lead to uncomfortable and stiff suspension characteristics, and in very rare cases could lead to a loss of air pressure. Should this occur, owners may experience reduced control of the vehicle which could increase the risk of a vehicle crash. To date, we are not aware of any cases in the U.S. where the air suspension system has failed as a result of this condition. Dealers will check, and if necessary replace, the connecting rod in the level control system in your vehicle.

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 3,613 vehicles are involved.

Order No. P-RC- 2012070006
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.

Procedure

A. Check Both Ball Heads on Level Linkage

1. If closed ball head **IS** installed (OK, Figure 1): Procedure is complete.
2. If closed ball head is **NOT** installed (NOT OK, Figure 1): Proceed to subject B: **Install New Level Linkage**.

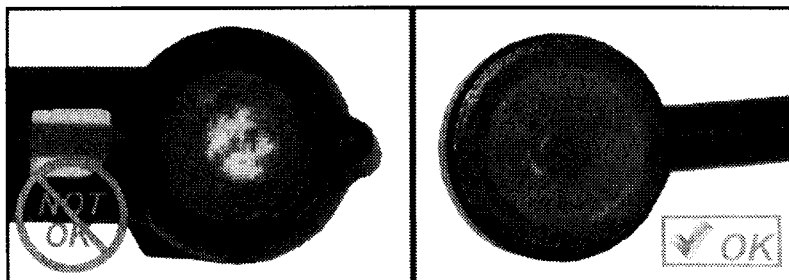


Figure 1 Open ball head

Closed ball head

B. Install New Level Linkage (with closed ball head)

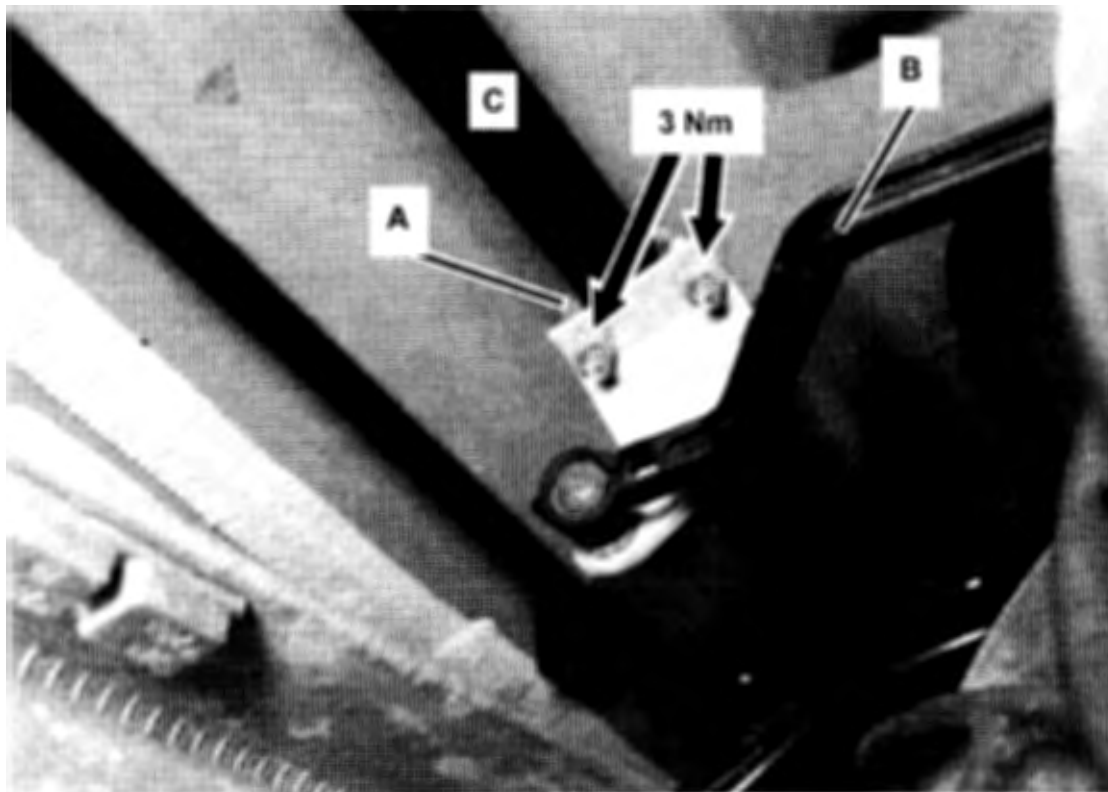


Figure 2

Note: It is recommended that an alignment lift is used when performing this Procedure.

1. Unscrew U-bracket (A, Figure 2) for level linkage (B) at stabilizer bar (C).

Note:

Observe installation position of bell crank (A, Figure 3) during assembly. When securing the U-bracket (B), the surface of the bell crank (A) must make contact at the face (arrow) of the stabilizer bar (C).

Note: Torque new nuts (arrows, Figure 2) to 3 Nm when installing new level linkage assembly (B, Figure 2).



Figure 3

- Counter hold ball head (A, Figure 4) with open end wrench then unscrew level linkage (B) from level linkage sensor (C).

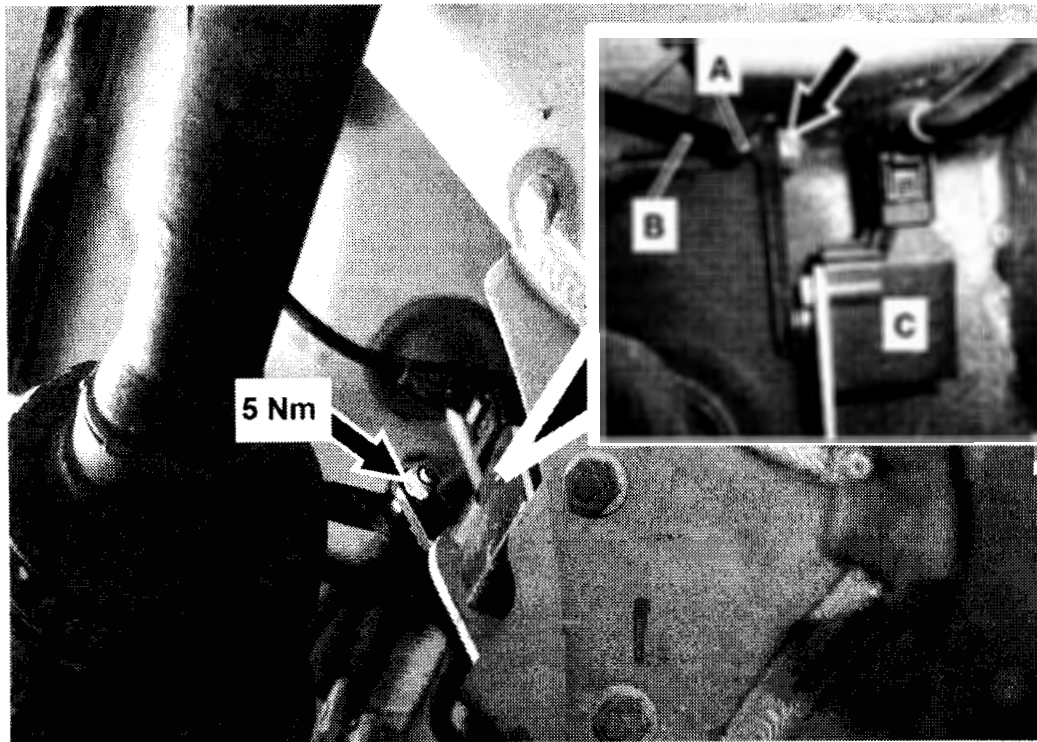


Figure 4

- Install new level linkage assembly (B, Figure 4) in reverse order,

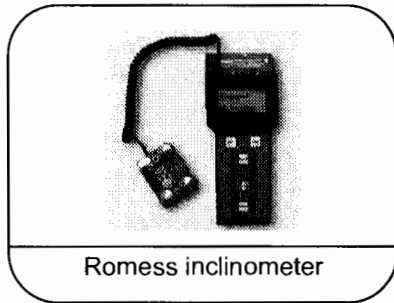
Note: Torque new nut (arrows, Figure 4) to 5 Nm.

- Check vehicle level at rear axle with electronic inclinometer, adjust if necessary (AR40.20-P-0301T).

Note (regarding above WIS instructions):

Adjustment of headlights is not claimable as part of this campaign. If adjustment is necessary, check coverage prior to submitting under warranty.

Equipment



Romess inclinometer can be purchased by calling the Mercedes-Benz Standard Service Equipment Program at (888) 458-4040.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Level rod (linkage) at level sensor	A 211 320 18 89	96%
1	Mounting bar, bar to stabilizer bar	A 220 328 04 26	
1	Hexagon nut, bar to stabilizer bar M5	N 910113 005001	
1	Hexagon nut, articulated level rod to level sensor	N 910113 006000	

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 level control system control rod at rear axle (02-7648)

Damage Code	Operation Number	Model Indicator(s)
32 950 37 8	02-7648	U7

Repair 2

Operation: Check level control system control rod at rear axle (02-7648)

Replace level control system control rod at rear axle (02-7649)

Damage Code	Operation Number	Model Indicator(s)
32 950 37 7	02-7648	U7
	02-7649	

Note

Operation code times are subject to change. Please refer to StarTime for current labor times.

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 repair of level sensor linkage would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 32 950 37 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

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

Safety Recall # 2012070006
Load Leveling Rear Air Suspension
NHTSA Recall # 12V-264

September, 2012

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 2007 - 2009 E-Class station wagons with regard to the load leveling rear air suspension. 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.

DAG has determined that the load leveling rear air suspension in the subject vehicles may not perform as designed due to a supplier material specification issue that can cause the connecting rod in the level control system to seize. The rod transmits the vertical movement of the load leveling rear air suspension system to a sensor. If the rod is seized, it may break. Should this occur, the possibility exists that the sensor will continuously attempt to increase the pressure in the air suspension system. This can first lead to uncomfortable and stiff suspension characteristics, and in very rare cases could lead to a loss of air pressure. Should this occur, owners may experience reduced control of the vehicle which could increase the risk of a vehicle crash. To date, we are not aware of any cases in the U.S. where the air suspension system has failed as a result of this condition. Nevertheless MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will replace the connecting rod in the level control system in your vehicle.

This service will be provided free of charge. The working time required is approximately 1 ½ hours. 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 #2012070006.

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 07646-0350
Phone 1-800-477-7373 (1-800-367-6372)
Fax 1-201-475-6211
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.