



Mercedes-Benz

Mercedes-Benz USA, LLC

1200 New Jersey Avenue, S.E.

Washington, D.C. 20090

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

November 21, 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 CLS**

Dear Ms. Timian:

Pursuant to 49 CFR Part 573.6(10), this letter contains 2 documents (Dealer Notification, Repair 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 October, 2012. Please note, due to the low volume of affected vehicles (23) MBUSA will contact the customers by phone in lieu of a customer letter.

Manufacturer's Campaign Identification Number

2012110003

NHTSA Recall Number

12V-533

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

MERCEDES-BENZ USA, LLC

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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 2012110003 – <b>Retorque the Engine Hood Latch Striker, Model 218 (CLS), Model Year 2012</b>	DATE: November 21, 2012

## IMPORTANT RECALL CAMPAIGN INFORMATION

**This Recall Campaign is being launched today and the 23 affected vehicles are flagged in VMI.**

On Thursday, November 1, 2012 Mercedes-Benz USA, LLC (MBUSA) notified the NHTSA that it will conduct a voluntary Recall Campaign on certain Model Year 2012 CLS Class (218) vehicles to retorque the engine hood latch striker. This notification is posted on the NHTSA web site and may generate some customer questions.

### Background

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that due to incorrect technical documentation, the bolts securing the striker for the engine hood latch might have been tightened with reduced torque in the subject vehicles. The engine hood is secured with one lock on the left side and one lock on the right side. If only one of these locks is engaged, the engine hood will remain safely secured. If the engine hood is not properly closed and both locks are not engaged, an additional securing mechanism is provided by the engine hood latch. The driver is made aware of this condition by a warning message in the instrument cluster indicating the engine hood is not properly closed. If the driver were to disregard this warning message and if at least two bolts of the striker for the engine hood latch are loose, the engine hood has no securing mechanism and could open while driving, thus increasing the risk of a crash. An authorized Mercedes-Benz dealer will retorque the engine hood striker.

Given this notice, it is a violation of Federal law for a dealer to deliver any new or used Model Year 2012 CLS-Class (218) covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

Parts – **No Parts are required.**

Owner Notification – **Due to the low volume of affected vehicles no customer letter will be sent. The Customer Assistance Center will contact the customer by phone and direct the customer to an authorized Mercedes-Benz dealer.**

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).



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Campaign No. 2012110003, November 2012

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 218**  
**Model Year 2012**  
**Retorque the Engine Hood Latch Striker**

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that due to incorrect technical documentation, the bolts securing the striker for the engine hood latch might have been tightened with reduced torque in the subject vehicles. The engine hood is secured with one lock on the left side and one lock on the right side. If only one of these locks is engaged, the engine hood will remain safely secured. If the engine hood is not properly closed and both locks are not engaged, an additional securing mechanism is provided by the engine hood latch. The driver is made aware of this condition by a warning message in the instrument cluster indicating the engine hood is not properly closed. If the driver were to disregard this warning message and if at least two bolts of the striker for the engine hood latch are loose, the engine hood has no securing mechanism and could open while driving, thus increasing the risk of a crash.

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 Service 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.

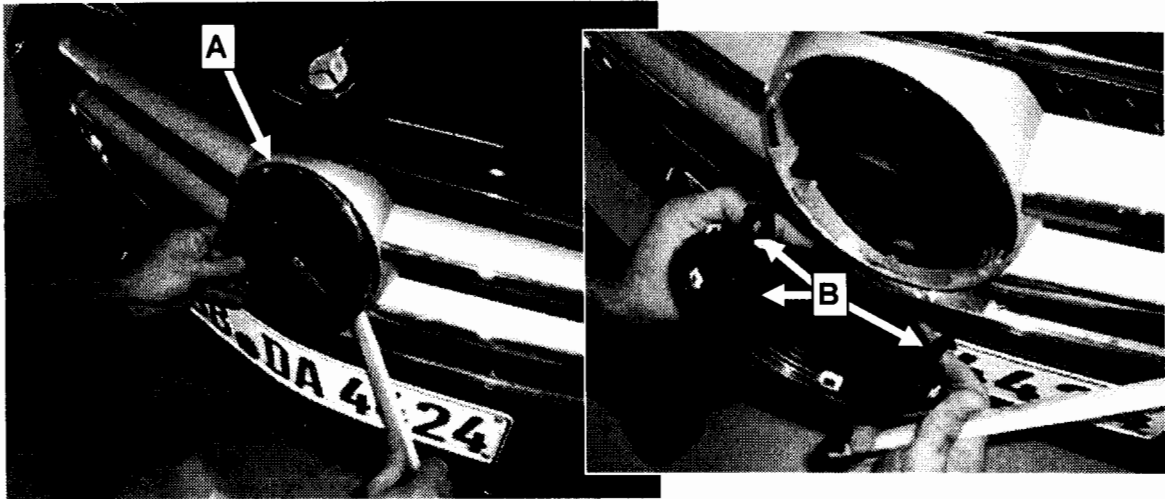
Approximately 23 vehicles are affected.

Order No. P-RC-2012110003

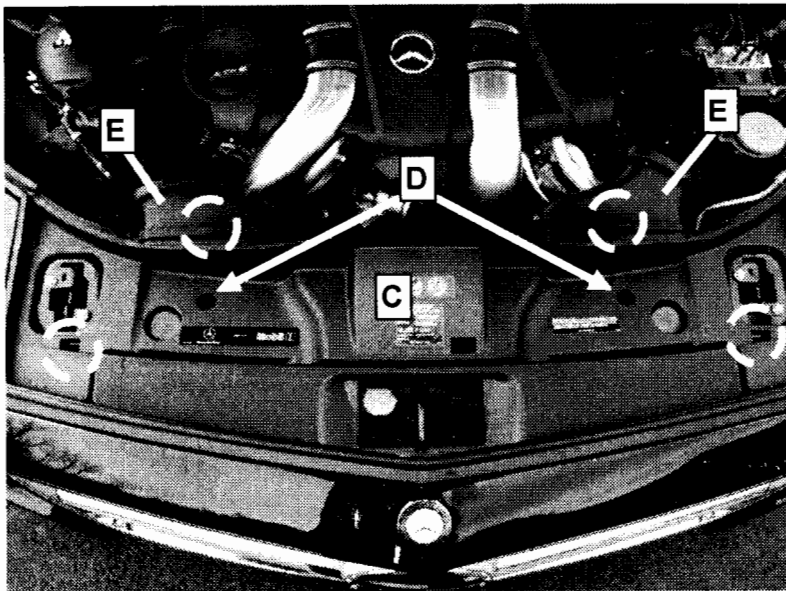
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

**Procedure**

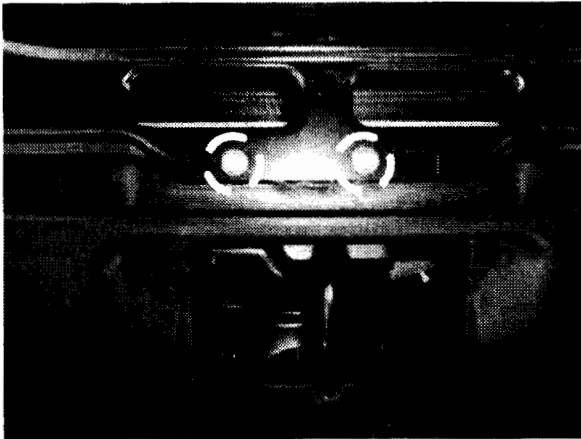
1. Unclip Mercedes star (A, Figure 1) at catch hook (B) using long wedge at radiator grille and remove (Figure 1).

**Figure 1**

2. Remove top radiator crossmember cover (C, Figure 2):
  - Remove expansion clips (D.)
  - Unclip radiator crossmember cover (where circled, Figure 2).
  - Disconnect air intake ducts (E) from radiator crossmember cover (C).
  - Slide radiator crossmember cover (C) back then remove.

**Figure 2**

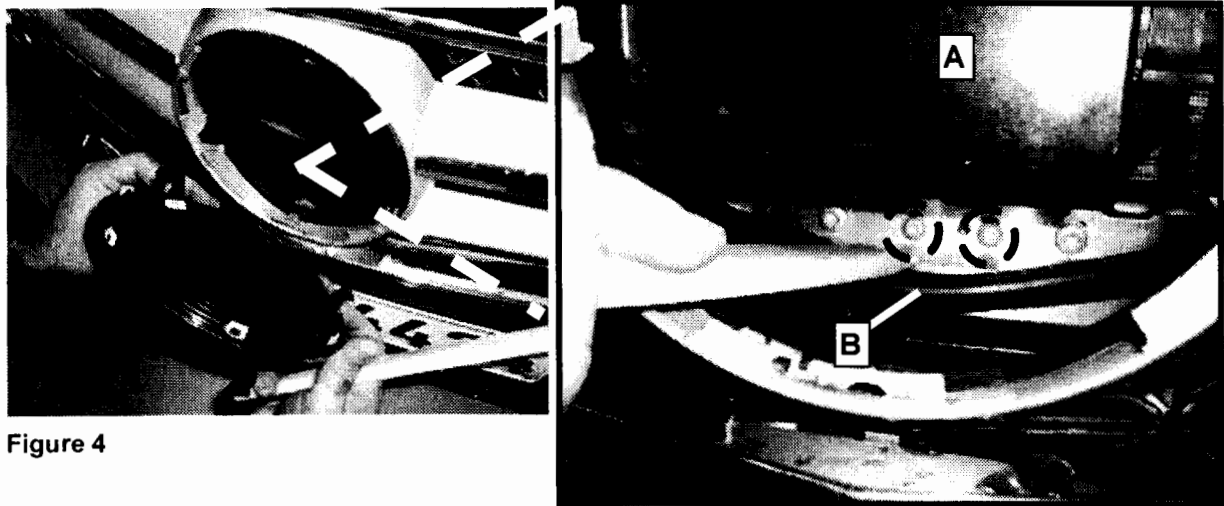
3. Retorque 4 bolts (Circled, Figures 3 and 4) of engine hood striker to: 10 Nm.



**Figure 3**

**Note:**

Lower striker bolts (circled, Figure 4) are located below Distronic sensor (A) behind rubber hose (B).



**Figure 4**

4. Assemble in reverse order.