



Mercedes-Benz

Mercedes-Benz USA, LLC  
A Daimler Company

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

February 15, 2013

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 Fuel Filter Flange**

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 February, 2013.

Manufacturer's Campaign Identification Number  
2013020002

NHTSA Recall Number  
12V-557

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 USA, LLC  
One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350  
Phone (201) 573-0600  
Fax (201) 573-0117  
MBUSA.com

service

# 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 2013020002- Replace Fuel Filter, 204, X204, 207, 212, 216 and 221. Model Year 2011 - 2012	DATE: February 15, 2013

## IMPORTANT RECALL INFORMATION

**This Recall Campaign is being launched today and the 5,773 affected vehicles are flagged in VMI.**

On Monday, December 3, 2012 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on certain Model Year 2011- 2012 C-Class (204), GLK-Class (X204), E-Coupe (207), E-Class (212), CL-Class (216) and S-Class (221) vehicles with regard to the fuel filter flange. This notification is posted on the NHTSA website and may generate some customer questions.

### Background

DAG has determined that due to issues during the injection molding process of a sub-supplier, the structure of affected fuel filter flanges might contain an irregularity. During a specific period of sub-supplier production there were issues with the injection molding process that impaired the flow of material in the mold, which could result in reduced thickness or strength of the flange in certain areas. 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 structural irregularity in the flange. However, in some cases the operating pressure (7 bar) 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. The recall will be conducted to replace the fuel filter in the subject vehicles.

Given this notice, it is a violation of Federal law for a dealer to deliver any new or used Model Year 2011- 2012 C-Class (204), GLK-Class (X204), E-Coupe (207), E-Class (212), CL-Class (216) and S-Class (221) vehicles covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

**Parts - A Dealer allocation of approximately 30% for models 216 and 221 will be sent to dealers by the launch date. Please note that MBUSA is launching this recall in two segments. A second Dealer allocation will occur for the remaining models as soon as additional parts are received. Parts replacement rate is 100%.**

**Owner Notification - Owner notifications will be sent approximately one week after recall launch. Since the launch is in two segments, additional Owner notification letters will be mailed in late February, 2013.**

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, MBUSA 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. 2013020002, February 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models X204, 204, 207, 212, 216, 221, Model Years 2011- 2012**  
**Replace Fuel Filter**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that due to issues during the injection molding process of a sub-supplier, the structure of affected fuel filter flanges might contain an irregularity. During a specific period of sub-supplier production there were issues with the injection molding process that impaired the flow of material in the mold, which could result in reduced thickness or strength of the flange in certain areas. 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 structural irregularity in the flange. However, in some cases the operating pressure (7 bar) 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. MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the fuel filter in the subject 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 5773 vehicles are involved.

Order No. P-RC-2013020002

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. Preliminary Work

#### Note:

If fuel tank level is above  $\frac{3}{4}$  (full) drain fuel tank down to  $\frac{3}{4}$  (full), for model:

- 204, 207, refer to WIS: AR47.10-P-4001FH.
- 212: refer to WIS: AR47.10-P-4001EW
- 216, 221 refer to WIS: AR47.10-P-4001SX

#### WARNING!

Use only approved fuel extraction tank when removing fuel from a vehicle.

Approved fuel extraction equipment can be obtained through the Mercedes-Benz Standard Service Equipment Program (SSEP) by calling (888) 458-4040.

Risk of explosion caused by fuel igniting, risk of poisoning caused by inhaling and swallowing fuel and risk of injury to eyes and skin caused by contact with fuel. No fire, sparks, open flames or smoking. Pour fuel only into suitable and appropriately marked containers. Wear protective clothing when handling fuel.

1. Disconnect battery ground cable for model:
  - 204 refer to WIS: AR54.10-P-0003CW.
  - 207, 212 refer to WIS: AR54.10-P-0003EW
  - 216, 221 refer to WIS: AR54.10-P-0003SX.
2. Remove rear seat cushion for model:
  - 204, 212 refer to WIS: AR91.12-P-1020CW.
  - 207 refer to WIS: AR91.12-P-1020EC
  - 216 refer to WIS: AR91.12-P-1020SC
  - 221 (**without** code 223/224) refer to WIS: AR91.12-P-1020SY,  
(**with** code 223/224) refer to WIS: AR47.10-P-4001SX

#### Note:

The access to the fuel filter is located on driver's side of vehicle, under rear seat cushion.

Illustrations are shown on model 204.0 unless otherwise indicated.

3. Remove fuel pump access cover (A, Figure 1):
  - Place insulation (B) to one side.
  - Peel back tape (C) from access cover (A).
  - Remove bolts (arrows) securing access cover (A) to vehicle's body then remove cover (A).

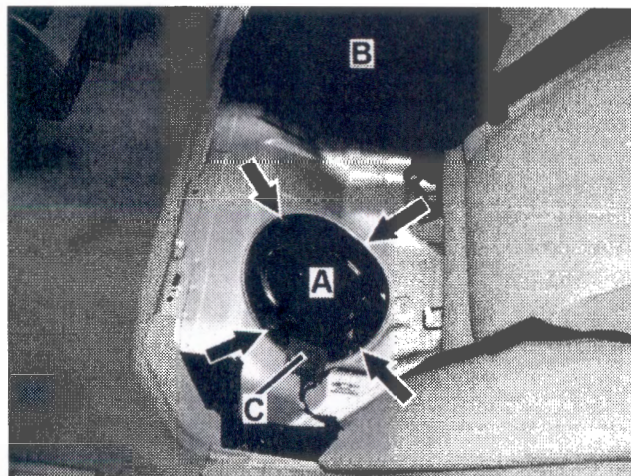


Figure 1

## B Replace Fuel Filter

1. Disconnect harness connectors (A, Figure 2) from fuel filter (B)
2. Remove nuts (arrows, Figure 2) securing locking ring (C) to fuel filter (B) then remove locking ring (C).

### Installation notes:

- Note installed position of locking ring (C)
- Note installed position of fuel filter (B).
- Torque nuts (Figure 8) to 5 Nm +1.5.

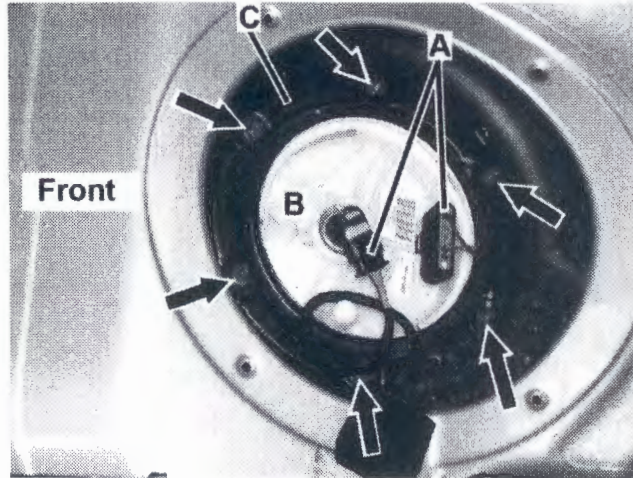


Figure 2

### Note:

Place shop rags around fuel filter opening to absorb any fuel that may be spilled to lessen likelihood of fuel smell in vehicle.

3. Disconnect fuel line connector (arrow, Figure 3) from fuel filter (A).

### Note:

- Fuel filter (A, Figures 3, 4) for models 204.0/9, 212, 207, 216.376, 221.171/186/176/195/179 is equipped with 3 fuel line fittings.
- Fuel filter (B, Figure 4) for models: 216.374/394, 221.173/194/174 is equipped with 2 fuel line fittings.



Figure 3

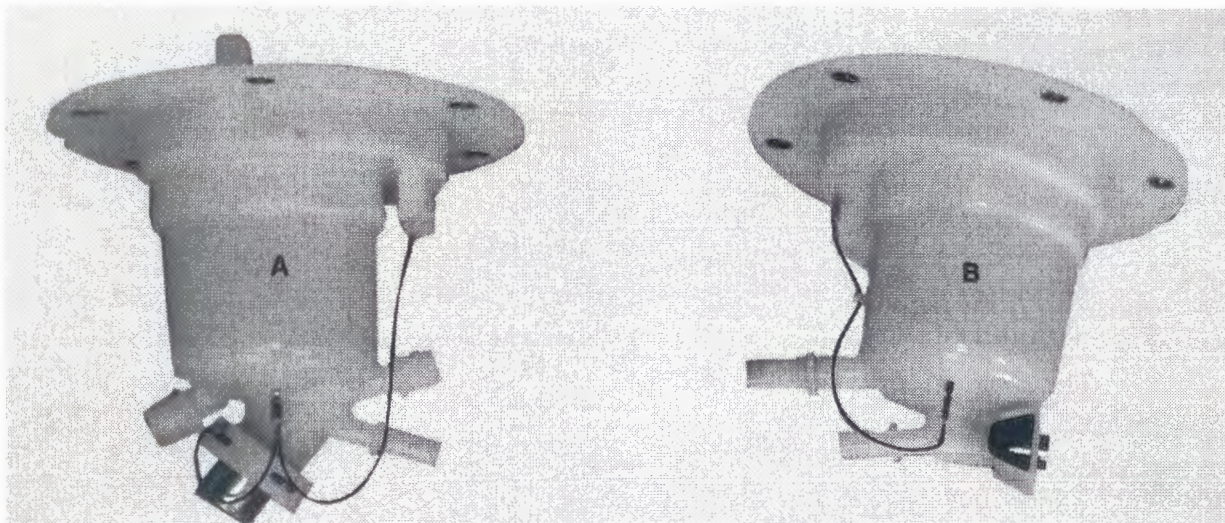


Figure 4

4. Disconnect harness connector (arrow, Figure 5) from fuel filter (A).



Figure 5

5. Disconnect fuel lines (arrows, Figure 6) from fuel filter (A).

**Note:**

Be careful not to allow fuel lines (arrows) to fall into fuel tank when disconnecting fuel lines (arrows) from fuel filter (A).

6. Remove fuel filter (A, Figure 6).

**Installation note:**

Ensure that new fuel filter is installed in the same position in the fuel tank as the old one.

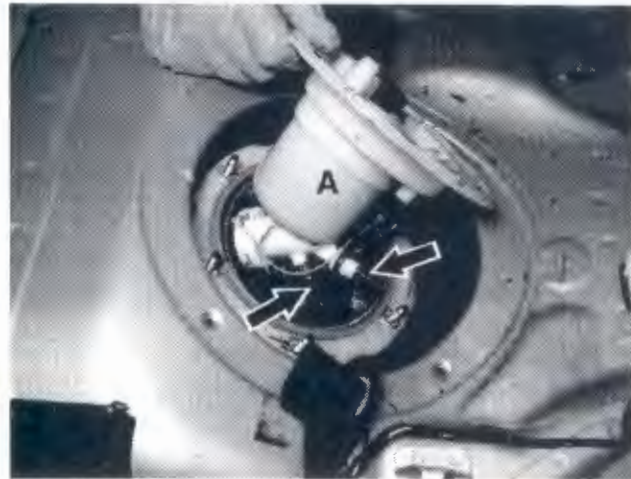


Figure 6

7. Remove fuel filter gasket (arrow, Figure 7) and spacer ring (A)

**Installation notes:**

- Note installed position of spacer ring (A).
- Install **new** fuel filter gasket (arrow) and spacer ring (A).

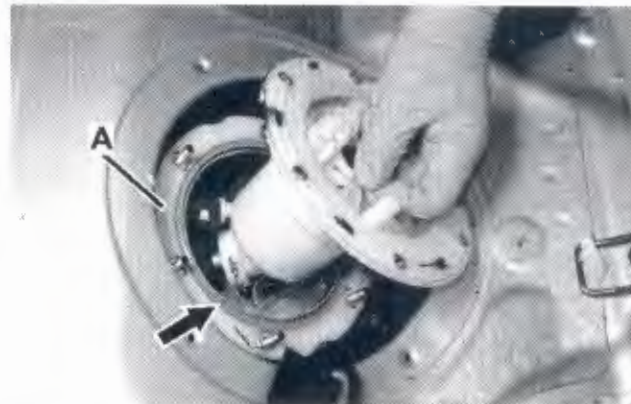
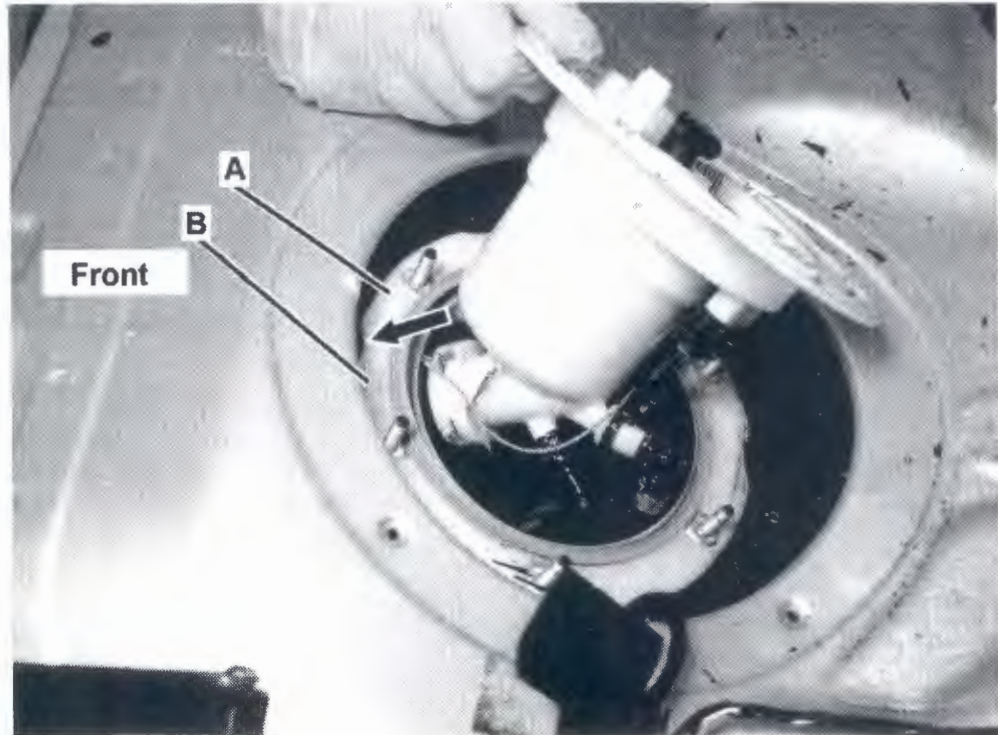


Figure 7



A: Spacer ring  
 B: Location of  
 "Top" marking on  
 spacer ring  
 Arrow: Location of  
 top notch on spacer  
 ring

Figure 8

8. Installation is in reverse order.

**Note**

**Ensure that:**

- Spacer ring (A, Figure 8) is installed with side marked "Top" (B) facing up.
- Tabs on spacer (A) are facing up.
- Torque sequence is observed (Figure 9)

9. Start vehicle and check fuel system for leaks.

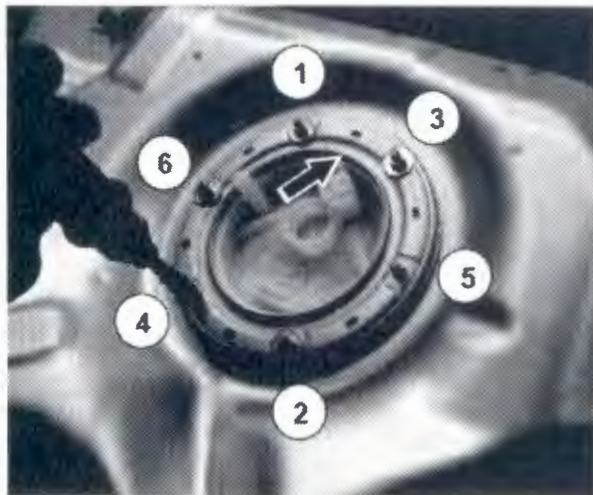


Figure 8

(Fuel tank shown out of vehicle, **arrow** indicates notch on fuel filter)

## Primary Parts Information

Model (s)	Qty.	Part Name	Part Number	Estimated Replacement Rate
204 051	1	Fuel filter unit	A 221 470 17 90 05	100%
207 212	1	Sealing ring (gasket)	A 211 471 01 79	
	1	Spacer ring	A 211 471 01 10	
216 371	1	Fuel filter unit	A 221 470 11 90 05	
	1	Seal ring (gasket)	A 001 997 71 41	
	1	Spacer ring	A 211 471 01 10	
216 316	1	Fuel filter unit	A 221 470 17 90 05	
	1	Seal ring (gasket)	A 001 997 71 41	
	1	Spacer ring	A 211 471 01 10	
216 394	1	Fuel filter unit	A 221 470 18 90 05	
	1	Seal ring (gasket)	A 001 997 71 41	
	1	Spacer ring	A 211 471 01 10	
221 173/154	1	Fuel filter unit	A 221 470 18 90 05	
	1	Seal ring (gasket)	A 171 471 02 79	
	1	Spacer ring	A 211 471 01 10	
221 171/176/ 186/195	1	Fuel filter unit	A 221 470 17 90 05	
	1	Seal ring (gasket)	A 171 471 02 79	
	1	Spacer ring	A 211 471 01 10	
221 174	1	Fuel filter unit	A 221 470 11 90 05	
	1	Seal ring (gasket)	A 171 471 02 79	
	1	Spacer ring	A 211 471 01 10	
221 175	1	Fuel filter unit	A 221 470 19 90 05	
	1	Seal ring (gasket)	A 171 471 02 79	
	1	Spacer ring	A 211 471 01 10	

**Note:**

Parts in this campaign look similar, be sure to check part numbers before installing parts.



**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**

**Operation:** Replace fuel filter 02-7961  
Extra work for replace fuel filter: Empty and fill fuel tank (02-7970)

Damage Code	Operation Number	Labor Time (hrs.)	Models
47 900 46 7	02-7961	0.9	216, 221
		1.1	204.0, 212
		1.2	204.9
		1.3	207
	02-7970	0.3	204.0/9, 207, 212, 216, 221

**Note**

Operation code times are subject to change.

**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 the fuel filter would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

- The customer reimbursement amount should be entered in the "Sublet" field of the actual campaign claim.
- The repair date should be the date that the actual campaign was performed.
- The dealer text must state: Owner reimbursement for Recall Campaign \_\_\_\_\_ (insert applicable Recall Campaign number) prior to notification has been included in the "Sublet" field of the claim.
- All supporting documentation regarding the customer's invoice is still required as per the normal original process as stated on the Recall Campaign bulletin.
- Reimbursement to the vehicle owner shall be either by check or cash.
- Whether or not the prior repair was performed at an independent repair facility or at a Mercedes-Benz Authorized Dealership, total reimbursement requested must be submitted as a "Sublet" on the actual campaign claim.

**Note:** If the Owner is still in possession of the vehicle with an Open Recall Campaign the dealer must arrange to close the Recall Campaign in the usual manner (by performing the repair completely as stated in the Recall Campaign bulletin).



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](http://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](http://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.