



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

SENT VIA CERTIFIED U.S. MAIL

April 25, 2014

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 Seat Cushion ISOFIX Anchor Access

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 April, 2014.

Manufacturer's Campaign Identification Number
2014040002

NHTSA Recall Number
14V-158

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

Enclosure

Stephen Kraitz
Compliance Engineer
Vehicle Compliance and Analysis

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
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One Mercedes Drive, P.O. Box 390, Montvale, NJ 07648-0390

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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 2014040002- Replace Second Row 60% Seat Pan. Model X166 (GL). Model Year 2014	DATE: April 25, 2014

IMPORTANT RECALL LAUNCH INFORMATION

This Recall Campaign is being launched today and the 69 affected vehicles are flagged in VMI.

On Tuesday, April 1, 2014 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on approximately 69 Model Year 2014 GL-Class (X166) vehicles with regard to the second row seat ISOFIX anchor access. This notification is posted on the NHTSA website and may generate some customer questions.

Owner Notification - Owner notifications will be sent on May 2, 2014.

Parts - Dealers may order parts via your facing PDC. Parts are in very limited supply and should not be ordered for shelf stock. Parts replacement rate is 100%.

Background

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that due to a deviation in the production process at the seat supplier, the mount for the second row 60% seat pan may have been welded to the seat structure at an incorrect angle. Consequently, the second row 60% seat base might not reach its lowest position which could prevent access to the ISOFIX child seat anchors as required in FMVSS 225 (Child Restraint Anchorage Systems). MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the second row 60% seat pan in the subject vehicles.

Given this notice, it is a violation of Federal law for a dealer to deliver any new Model Year 2014 GL-Class (X166) covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

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).



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Campaign No. 2014040002, April 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models X166 (GL), Model Year 2014**
Replace Second Row 60% Seat Pan

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that due to a deviation in the production process at the seat supplier, the mount for the second row 60% seat pan may have been welded to the seat structure at an incorrect angle. Consequently, the second row 60% seat base might not reach its lowest position which could prevent access to the ISOFIX child seat anchors as required in FMVSS 225 (Child Restraint Anchorage Systems). MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the second row 60% seat pan in the subject vehicles.

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 Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.


Approximately 69 vehicles are involved.

Order No. T-RC-2014040002



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.  Remove cover on rear seat cushion, refer to WIS: AR91.18-P-1850GZA steps 1-5.

 **Note:** (Regarding referenced WIS Instructions: **AR91.12-P-1020Q**):

Disregard step 1 (it is not necessary to remove covers at vehicle floor).

2.   Replace seat cushion frame (pan).

 **Note:**

- Be sure to transfer grommets (A, Figure 1) and plastic sleeves with washers (arrows) from "old" seat cushion frame (pan) to "new" seat cushion frame (pan).
 - Reinstall cable tie mounting clip (attached to seat wiring harness) to new seat cushion frame (pan).
 - Secure seat wiring harness to new seat cushion frame (pan) with cable tie.
3.  Assemble in reverse order.

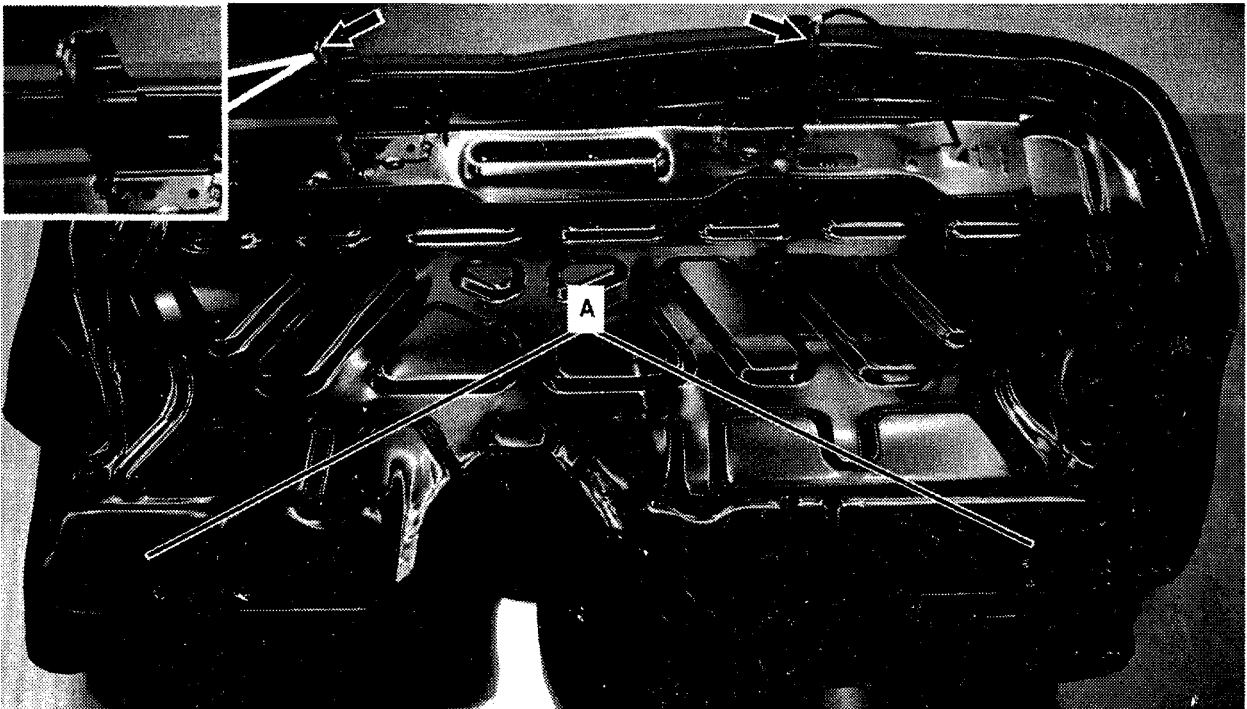


Figure 1

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Left seat cushion frame (pan)	A 166 920 59 14	100%
2	Screws/bolts	A 000 990 51 23	
1	Cable tie	A 004 997 9890	

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are 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 left seat cushion frame (pan) of 2nd seat row (02-8501).

Damage Code	Operation Number	Labor Time (hrs.)
92 900 46 7	02-8501	1.0

**Note**

Operation Number labor times are subject to change.



Mercedes-Benz

IMPORTANT SAFETY RECALL 2014040002

**This notice applies to your vehicle, Insert VIN here
Second Row Seat ISOFIX Anchor Access
NHTSA Recall # 14V-158**

Mercedes-Benz USA, LLC

Gareth Joyce
Vice President
Customer Services

May, 2014

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 in certain Model Year 2014 GL-Class vehicles the second row seat ISOFIX anchor access may fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 225, "Child Restraint Anchorage Systems." 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.

The potentially affected Mercedes-Benz GL-Class vehicles are equipped with ISOFIX anchors to secure newer style child restraints. On a small number of GL-Class vehicles, DAG has determined that due to a deviation in the production process at the seat supplier, the mount for the second row 60% seat pan may have been welded to the seat structure at an incorrect angle. Consequently, the second row 60% seat base might not reach its lowest position which could prevent access to the ISOFIX child seat anchors as required in FMVSS 225 (Child Restraint Anchorage Systems). To correct this condition an authorized Mercedes-Benz dealer will replace the second row 60% seat base in your vehicle.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately 1 hour, your dealer can provide you with a better estimate of the overall time for this service visit. 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.

For additional information and to schedule an appointment please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see www.MBUSA.com/dealerlocator. **Please mention you are scheduling an appointment to replace your second row 60% seat base under Recall Campaign #2014040002.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information 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.

Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. 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) 476-6211
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