



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

SENT VIA CERTIFIED U.S. MAIL

June 13, 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 C-Class Tail Lamp Carrier

Dear Ms. Timian:

Pursuant to 49 CFR Part 573.6(10), this letter contains 1 document (Dealer Notification) that was 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 June, 2014.

Manufacturer's Campaign Identification Number
unavailable

NHTSA Recall Number
14V-177

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

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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 UPDATE. Interim Customer Repair: - Tail Lamp Bulb Carriers. Model 204 (C-Class). Model Years 2008 - 2011
DATE: June 9, 2014

UPDATE - INTERIM CUSTOMER REPAIR

Interim Customer Letters for the affected vehicles were mailed Friday, June 6, 2014

This Recall Campaign is expected to launch in August /September, 2014 based on parts availability.

Prior to the recall campaign launch MBUSA will cover the cost of parts and labor to repair a subject vehicle with a replacement part only if the vehicle exhibits the tail lamp malfunction. The ability to perform the repair is identified in VMI as an "OPEN" Customer1 Action. Follow repair instructions completely. Do not charge the customer. See Service Bulletin P-B-82-10/704. (Red circle)

Netstar - Mercedes-Benz, USA, LLC. Vehicle Master Inquiry (VMI) FOR INTERNAL USE ONLY. Includes VIN, FIN, Vehicle Info, Warranty & Sale, Production Info, Option Description, and Campaigns table.

If a vehicle comes into your dealership and does not exhibit the tail lamp malfunction leave the Customer 1 Action "OPEN" and do not perform the repair until the Recall Campaign is launched in August/September.

Limit customer reimbursement only to customers who require this interim repair and who have already paid for a prior tail lamp repair. Customer reimbursement will be available for all other customers once the recall is launched.

A small percentage of parts have been sent to dealers with 50 or more affected vehicles and arrived by Friday, June 6. Additional parts disbursements will occur shortly.

Until further notice, Return all removed tail lamp carriers to the QEC.

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).