

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 Letters and Repair Instructions: – Tail Lamp Bulb Carriers. Model 204 (C-Class). Model Years 2008 - 2011	DATE: June 2, 2014

UPDATE - INTERIM CUSTOMER LETTERS WILL BE MAILED FRIDAY, JUNE 6, 2014

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

Interim Owner Notification and Repair Instructions

MBUSA will notify owners of affected vehicles of the upcoming recall and the availability of a no cost Interim Repair. Affected VINs will be visible in VMI on June 6, 2014. Letters for the affected vehicles will be mailed Friday, June 6, 2014. See attached.

Prior to the recall campaign launch in August/September MBUSA will cover the cost of parts and labor to repair a subject vehicle with a replacement part only if the vehicle exhibits the malfunction described below. In this way, we continue our on-going efforts to assure the proper performance of Mercedes-Benz products, improve customer satisfaction, and increase the parts supply for the future recall launch. **See attached Service Bulletin Repair Instructions.** A NewsChannel message, from the Warranty Services Group, with the details of the additional warranty coverage, was also posted today.

Customer Reimbursement - At this time please 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.

Parts – A small percentage of parts have been sent to dealers with 50 or more affected vehicles and will arrive by Friday, June 6. Parts are in very limited supply and should only be used to repair a vehicle with a malfunctioning tail lamp. Additional parts will be sent to dealers when available.

Background

On Friday, April 11, 2014 Mercedes-Benz USA, LLC (MBUSA) notified dealers that it will conduct a voluntary Recall Campaign on approximately 251,467 Model Year 2008 -2011 C-Class (204) vehicles with regard to the tail lamps. This notification is posted on the NHTSA website and may generate some customer questions.

Daimler AG (DAG) has determined that oxidation on the ground pin connector for the rear tail lamps of subject vehicles can result in a dimming of the tail lights or complete loss of tail lamp function. The loss of a rear tail lamp reduces the rearward visibility of subject vehicles, especially with respect to turn signal illumination. This oxidation can reduce the level of illumination below that required for tail lamps by Federal Motor Vehicle Safety Standard (FMVSS) 108 (Lamps, reflective devices and associated equipment).

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).