

newschannel update

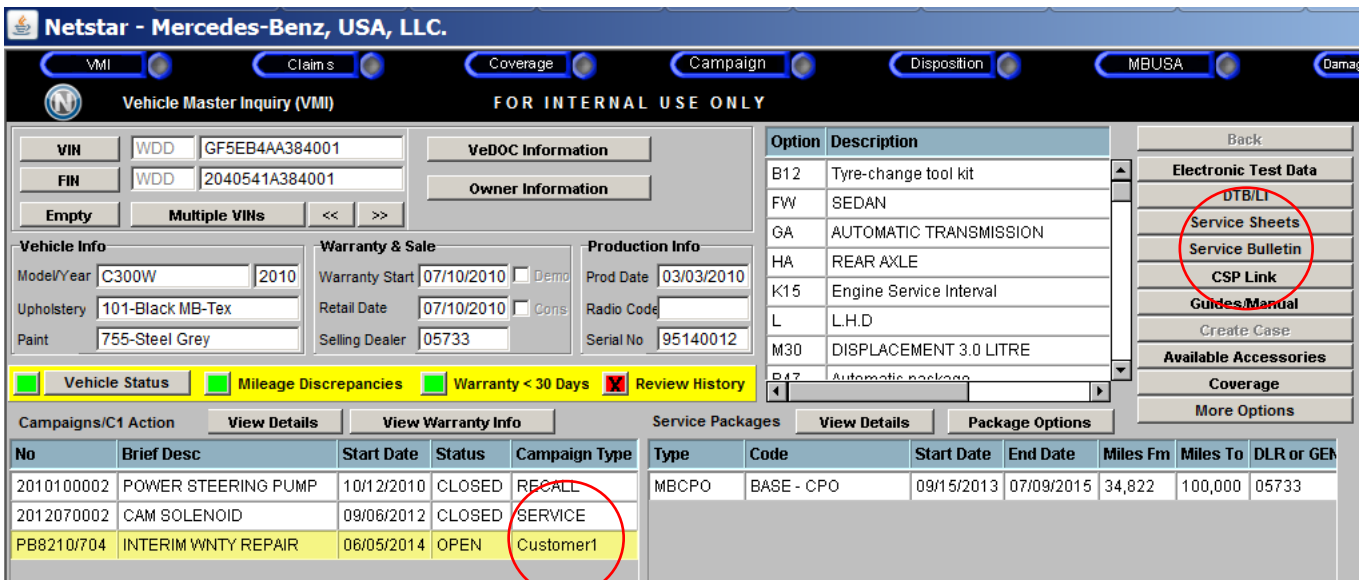
TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign UPDATE. Interim Customer Repair: – Tail Lamp Bulb Carriers. Model 204 (C-Class). 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

Vehicle Info: Model/Year C300W 2010, Upholstery 101-Black MB-Tex, Paint 755-Steel Grey

Warranty & Sale: Warranty Start 07/10/2010, Retail Date 07/10/2010, Selling Dealer 05733

Production Info: Prod Date 03/03/2010, Radio Code, Serial No 95140012

No	Brief Desc	Start Date	Status	Campaign Type
2010100002	POWER STEERING PUMP	10/12/2010	CLOSED	RECALL
2012070002	CAM SOLENOID	09/06/2012	CLOSED	SERVICE
PB8210/704	INTERIM WNTY REPAIR	06/05/2014	OPEN	Customer1

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).