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newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Service Managers, Warranty Administrators and Bookers	FROM: Dara Davis, Department Manager, Warranty Services, Engineering Services
RE: Recall Campaign UPDATE. Interim Customer Repair: – Tail Lamp Bulb Carriers. Model 204 (C-Class). Model Years 2008 - 2011	DATE: June 2, 2014

UPDATE - INTERIM CUSTOMER REPAIR

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.

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

Next Steps

Effective Friday, June 6, 2014, and prior to the recall campaign launch in August/September, if a vehicle exhibits the malfunction described below, MBUSA will cover the cost of parts and labor to repair a subject vehicle with a replacement tail lamp carrier. Only vehicles which are identified in the "Campaigns/C1 Actions" section of VMI as "Interim Wnty Repair" may be covered under this repair. In this way, we continue our on-going efforts to assure the proper performance of Mercedes-Benz products and increase customer satisfaction.

MBUSA will inform customers in the next few days of the pending recall and our commitment to replace the tail lamp carrier should it exhibit the below condition before the recall launch. Due to an extreme shortage of replacement parts, **if a customer's vehicle does not have a malfunctioning tail lamp carrier, please do not replace the tail lamp carriers at this time.** Malfunctioning tail lamp carriers may only be replaced using the attached Service Bulletin P-B-82-10/704

1. If the tail lamp carrier fails during the period prior to recall launch, the necessary repairs will be covered under warranty. A claim should be submitted using the damage code mentioned below.
2. Customers who have already paid to have the tail lamp carrier replaced for a reason that would be covered under this repair measure, can seek reimbursement under this interim measure.
3. Follow attached repair instructions and submit warranty claim using provided operation numbers and damage codes.

Any tail lamp carrier repairs should be performed by an authorized Mercedes-Benz dealership. This repair does not cover any other components of the lighting system or otherwise extend any other warranty coverage on the vehicle. Standard warranty terms and exclusions apply to all other components. Only the following damage code can be claimed for the replacement of the tail lamp carrier:

Damage Code 8292048

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.

Background

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.

Should you have any questions or concerns, please contact the Warranty Services Group (WSG) at 877-974-6287.



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