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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 2014120002-Replace Chain Tensioner Sealing Ring, Engine OM651 (Diesel) Only. Model 166 (ML 250 BT) Model Year 2015, X204 (GLK 250 BT), 212 (E 250 BT). Model Year 2014-2015	DATE: December 10, 2014

IMPORTANT RECALL LAUNCH INFORMATION

This Recall Campaign is being launched today and the approximately **4,314** affected vehicles are flagged in VMI. The recall will be conducted to replace the chain tensioner sealing ring.

Parts:

Sealing rings are being allocated to each dealer and will be disbursed and arrive by the day of this recall launch. Additional parts will be available for dealer ordering after December 19, 2014. Repair Time is approximately 1½ hours.

Owner Notification - Owner notifications will be sent approximately December 19, 2014. It is unlikely that customers will experience any potential oil leak before letters are mailed. Please reserve a small percentage of parts for such an occurrence.

What Should Customers Do: Customers may continue to drive their vehicles until the recall is completed.

What's the Issue:

Daimler AG (DAG) has determined that on approximately 4,314 Model Year 2015 ML 250 BlueTEC, Model Year 2014-2015 GLK 250 BlueTEC and E 250 BlueTEC vehicles, the chain tensioner gasket on the 4 cylinder diesel engine may have experienced variations in material tolerances during a certain production period. Such gaskets may exhibit an increased settling behavior, which could negatively influence the pretensioning force. Over time, this might lead to loosening of the chain tensioner, as well as an ineffective gasket seal for engine oil. As a consequence, leakage of engine oil onto the road might pose a threat to following traffic. Should the oil leakage reach a certain amount the engine might stall. Oil leakage in the presence of an ignition source could also increase the risk of a potential fire. MBUSA notified the NHTSA on November 28, 2014 of this new recall, which may generate questions from your customers. A similar recall and NewsChannel message is posted for affected Sprinter vehicles.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new Model Year 2015 ML 250 BlueTEC, Model Year 2014-2015 GLK 250 BlueTEC and E 250 BlueTEC covered by this notification in dealer inventory until the vehicle has been repaired. See attached VIN file and VMI.

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 1-800-367-6372.