



Mercedes-Benz

IMPORTANT SAFETY RECALL 2014120002

This notice applies to your vehicle,

**Timing Chain Tensioner Gasket
NHTSA Recall # 14V762**

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

December, 2014



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in the timing chain tensioner gasket of Model Year 2015 ML 250 BlueTEC, Model Year 2014-2015 GLK 250 BlueTEC and E 250 BlueTEC vehicles during a certain production period. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

The chain tensioner gasket on the 4-cylinder diesel engine may have experienced variations in material tolerances during a certain production period. 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. An authorized Mercedes-Benz dealer will replace the timing chain tensioner gasket.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately one and a half hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

For additional information and to schedule an appointment please contact **BENZEL - BUSCH MOTOR CAR CORPORATION 201-567-1400** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see www.MBUSA.com/dealerlocator. **Please mention you are scheduling an appointment to replace your timing chain tensioner gasket under Recall Campaign # 2014120002.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.MBUSA.com/recall.

If an authorized Mercedes-Benz dealer or MBUSA fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERCEdes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED
- STOLEN
- OTHER _____
- SOLD I HAVE SOLD THE VEHICLE TO: _____
- MY NEW ADDRESS IS: _____

NAME _____

STREET _____ APT. _____

CITY _____ STATE _____ ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION



Mercedes-Benz

Mercedes-Benz USA, LLC

P.O. Box 301

Broadway, NJ 08808-0301

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



BUSINESS REPLY MAIL

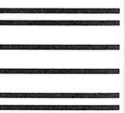
FIRST-CLASS MAIL

PERMIT NO. 37

MONTVALE NJ

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: CUSTOMER ADVOCACY
CUSTOMER ASSISTANCE CENTER
MERCEDES-BENZ USA LLC
PO BOX 350
MONTVALE NJ 07645-9978



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

