



Mercedes-Benz

Campaign No. 2014050001, August 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 204, Model Years 2008 - 2011**
Check Tail Lamp Carrier, Replace as Necessary

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, determined that in certain Model Year 2008 - 2011 C-Class (204) vehicles, the tail lamps may fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS)108, "Lamps, reflective devices and associated equipment". DAG 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 loss of tail lamp functions. The loss of a rear tail lamp reduces the rearward visibility of subject vehicles, especially with respect to turn signal illumination and may increase the likelihood of a rear end crash. MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall is being conducted to check the object and index number on each tail lamp bulb carrier and replace if necessary. Both tail lamp connectors and wire contacts will be inspected for evidence of oxidation and the connector(s) and affected wire contact(s) will be replaced if necessary. **Subject vehicles previously repaired under the Interim Warranty Repair using SI P-B-82.10/704 work instructions require no further repair and are indicated as "Closed" for this recall. The Interim Warranty Repair is now Closed.**

MBUSA will inform owners (beginning with model year 2008 vehicles) over the coming weeks of the recall launch and request they schedule an appointment for this repair. Please assure your customers with subject vehicles who may have inquiries concerning this campaign, but who have not yet received a second customer letter, that they will receive an owner notification shortly. If your dealership is adequately stocked with the replacement part, and your service capacity permits, please schedule a repair for this customer. **If any MY customer vehicle exhibits a tail lamp malfunction prior to receiving a second customer letter please repair as soon as possible under the recall campaign.** All affected MY vehicles are flagged in VMI. Customers who previously paid for this repair can request reimbursement with appropriate documentation.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

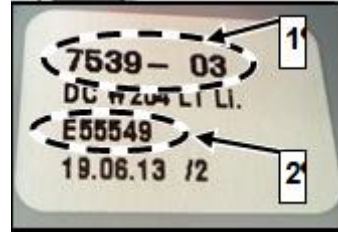
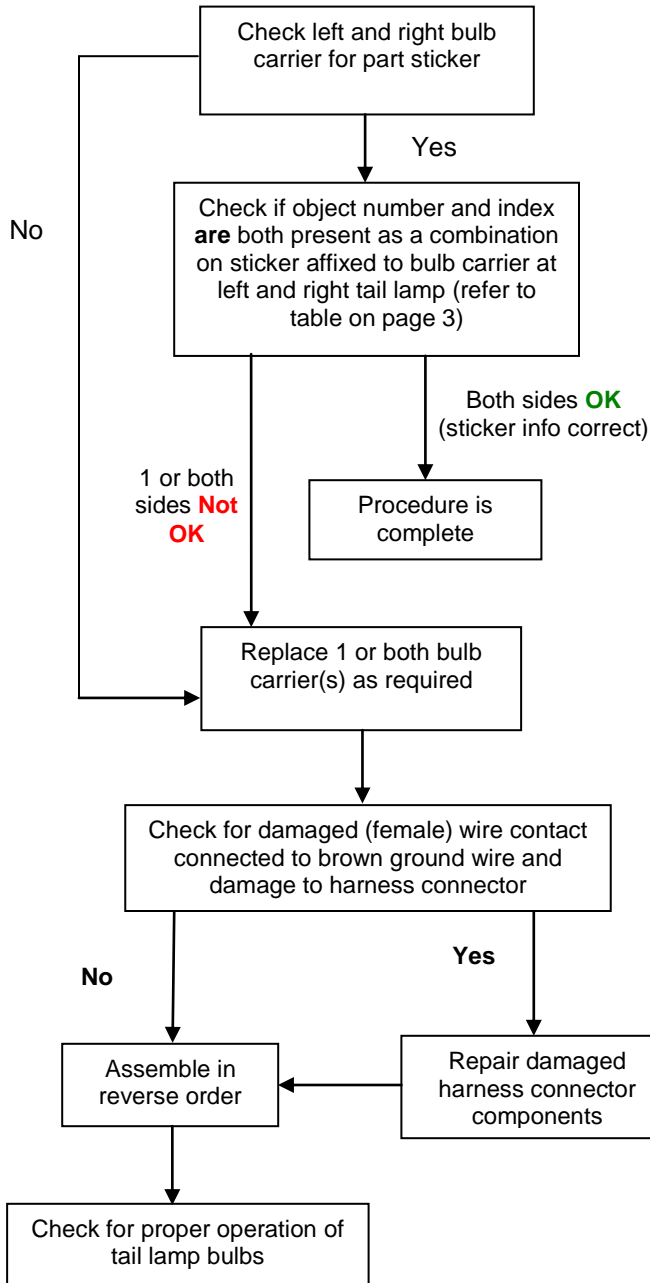
Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 251,467 vehicles are involved.

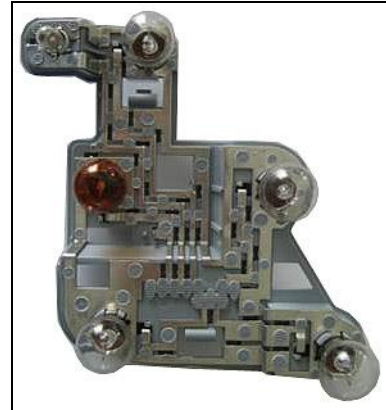
Order No. P-RC-2014050001

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

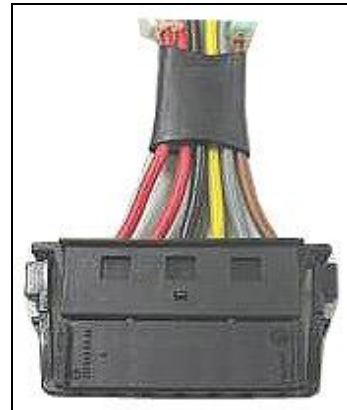
Work process flow chart and component illustrations



Object number and index



Bulb carrier



Harness connector



Female wire contact connected to wire on wiring harness

Please note, this flow chart does **not** include **all** the steps for this procedure. **Please be sure to read all steps included in the Procedure starting on the following page:**

Procedure

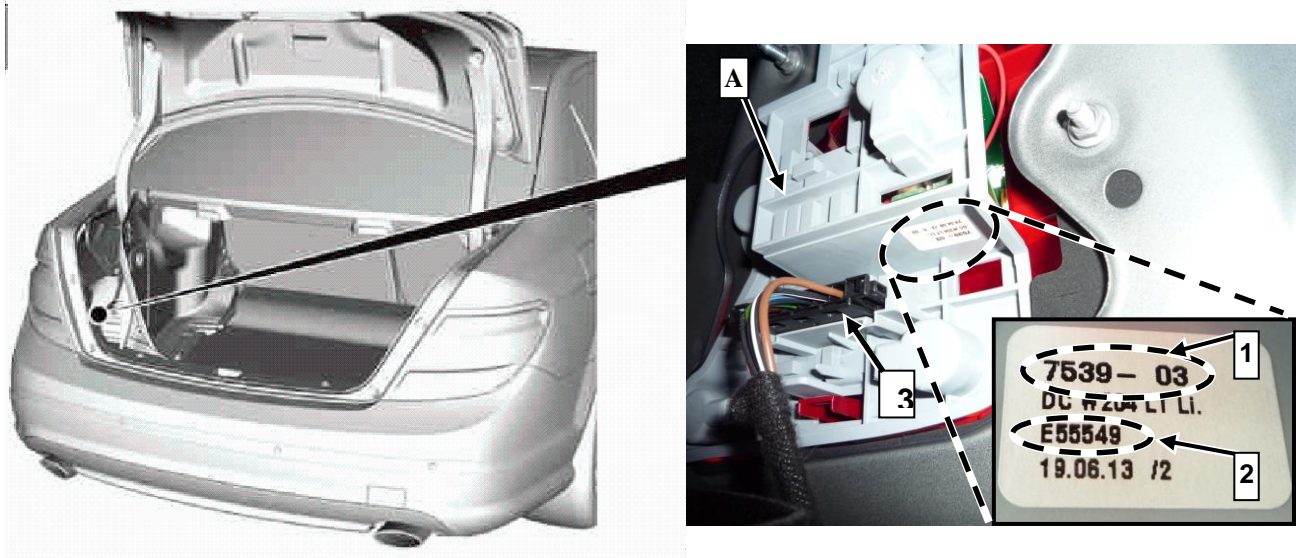



Figure 1

OK

A. Inspect Tail Lamp Bulb Carriers

1.  Check object number (1, Figure 1) and index (2) on sticker affixed to lamp carrier (A) on left and right tail lamp:

i Note:

It is relevant for the test whether **both**, the object number (1) and the index (2), are present as a combination as specified in the table below.

Example: Object number 7539-03 belongs with index E55549 (**OK**).

- If there is no sticker affixed (**NOT OK**): Proceed to Subject B.
- If object number (1, Figure 1) and the index (2, Figure 1) are **not** present (on sticker) as specified in the table below (**NOT OK**): Proceed to Subject B.

i Note:

Refer also to Figure 2

- If object number (1, Figure 1) and the index (2, Figure 1) **are** present on sticker as found in the table below (**OK**): Procedure is complete.

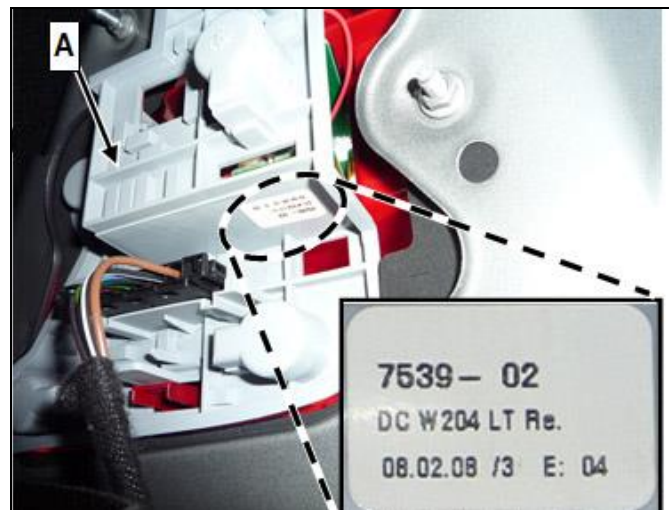


Figure 2 Example of bulb carrier that is: **NOT OK**
(index information not present on sticker)

Code number 7539 - 01/02/03/04/13/14 in combination with Index E55549

Code number 7639 - 01/02/09/10/13/14/15/16 in combination with Index E55550

OK object number and index

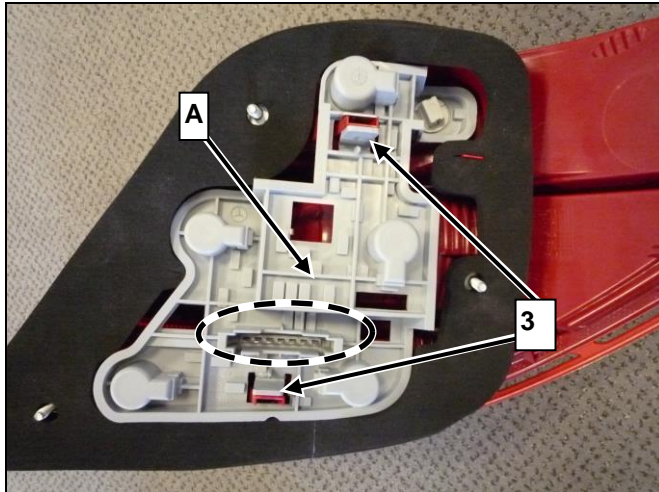


Figure 3

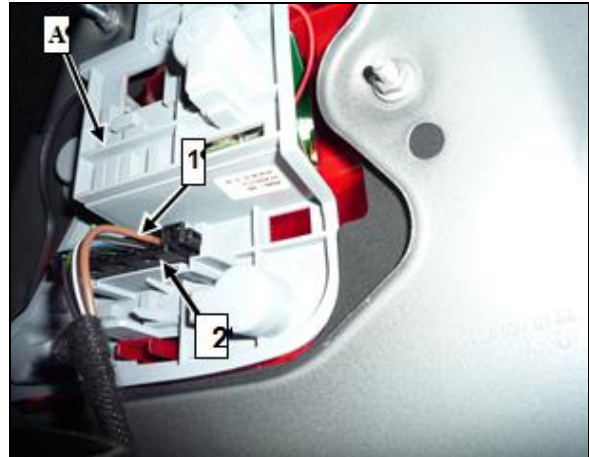







Figure 4

B. Replace Tail Lamp Bulb Carrier(s) and Check Wiring Harness

1.  Unplug harness connector (2, Figure 4) from tail lamp bulb carrier (A).
2.  Replace rear tail lamp bulb carrier:
 -  Squeeze tabs (3, Figure 3) together to remove bulb carrier (A) from tail lamp.
 -  Install new bulb carrier in reverse order (do not connect harness connector [2] at this time).
3.  Check (female) wire contact in position 1 (B, Figure 5) on brown ground wire (1, Figure 4) with associated harness connector (2, Figure 4) for damage: Replace defective components refer to WIS:
 - AR00.19-P-0120-07A - Remove contacts from Junior Power Timer coupling.
 - AR00.19-P-0100-03A - Repair wiring harness by crimping.



Note:

- Listen for the two audible “Clicks” when properly installing each tail lamp carrier.
- Perform harness component inspection only when replacing bulb carrier.
- Replace only damaged wire contacts, do not replace undamaged wire contacts.
- Use only specified special tools when repairing wire harness components or damage to harness components may occur.

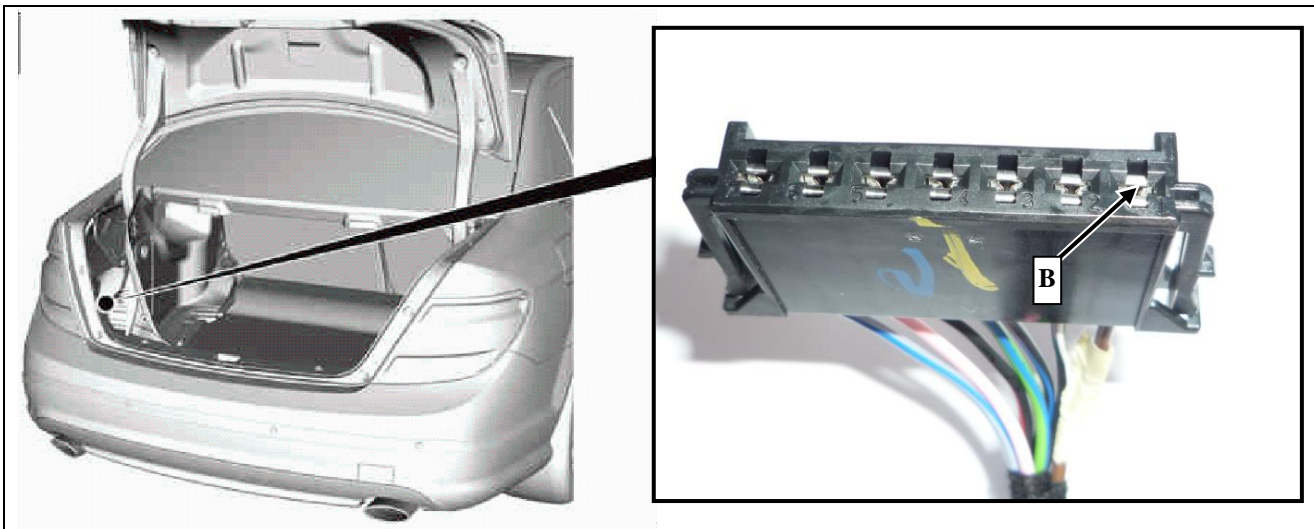




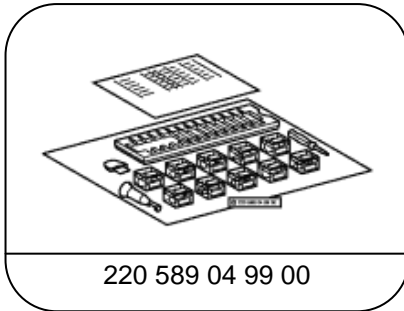
Figure 5

i **Note:**

- Be sure to observe installed position of individual wires in the wiring harness connector cells before unfastening from connector (Figure 5).
 - Ensure (female) wire contacts (B, Figure 5) are locked into harness connector cells when reassembling connector.
4.  Reassemble in reverse order.
 5.  Check all functions of both tail lamps.

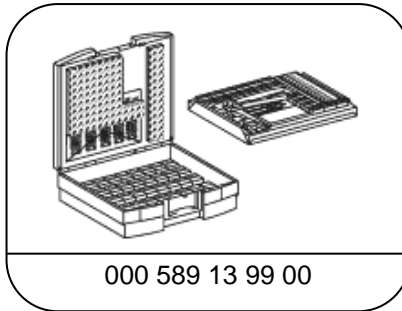


Special Tools



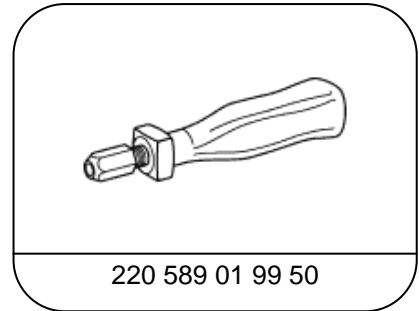
220 589 04 99 00

New passenger car wiring harness repair kit



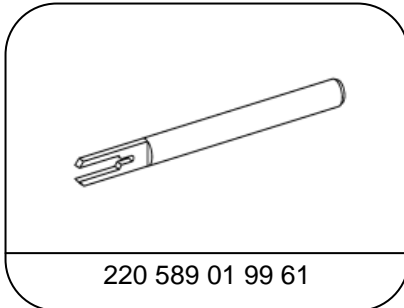
000 589 13 99 00

Wiring harness repair kit, basic



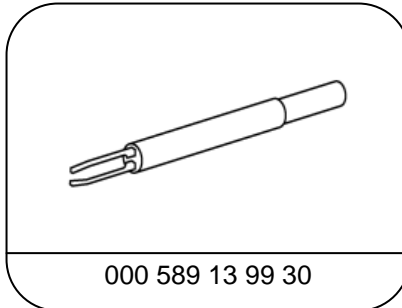
220 589 01 99 50

Blade holder with clamping pliers



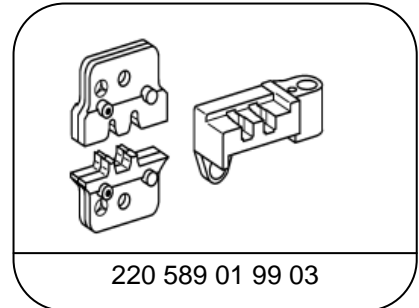
220 589 01 99 61

JPT/SPT blade *



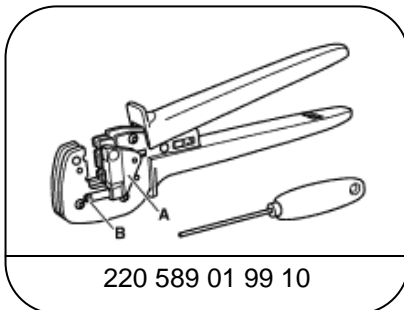
000 589 13 99 30

MCP 2.8 /FL. blade. 2.8 /JPT/SPT *



220 589 01 99 03

MCP 2.8 crimping set



220 589 01 99 10

Crimping pliers



Note:

* Either blade may be used to unfasten (female) wire contacts from harness connector.

Please note when ordering part number W220 589 01 99 61 it is now superseded by p/n w000 589 13 99 30.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Bulb carrier left (includes bulbs)	A 204 820 15 00 05	85%
1	Bulb carrier right (includes bulbs)	A 204 820 16 00 05	
As required *	Wire contact (female contact)	A 013 545 76 26	60%
As required	Wiring harness connector (plug)	A 211 545 03 28	

* 1 package is to be used for max. of 10 tail lamps

Warranty Information

Repair 1

Operation: Check right and left bulb carrier for damage (02-8516).

Damage Code	Operation Number	Labor Time (hrs.)
82 920 48 8	02-8516	0.1

Repair 2

Operation: Check right and left bulb carrier for damage (02-8516).
 Replace bulb carrier (02-8517)
 Extra work for replace bulb carrier: Connector damaged (02-8518)

Damage Code	Operation Number	Labor Time (hrs.)
82 920 48 7	02-8516	0.1
	02-8517 *	0.1
	02-8518 **	0.1

* This operation number is valid for replacing one as well as both bulb carrier(s)

** This operation number is to be used in a corresponding frequency. This operation number can be claimed up to 2 times.



Note

- Operation Number labor times are subject to change.
- Requested parts must be returned to the designated QEC test center in accordance with the warranty parts return requirements section found in the policy and procedures manual.

NOTE REGARDING CUSTOMER REIMBURSEMENT

Reimbursement to customers for repairs performed prior to this recall:

If the customer already paid to have this recall campaign condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

Reimbursement is limited to the amount the repair of the right and left tail lamp would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 82 920 48 8 as a sublet, utilizing the sublet code of "SUB." Sublet repairs require dealer text as stated in the Warranty Policies and Procedures Manual. Repair date should be the date that the customer paid for the repair.

Note:

Please note the claim submitted for customer reimbursement will not close the campaign (if still open). If the customer is still in possession of the vehicle with an open campaign, please arrange to close the campaign in the usual manner as described in this bulletin.



Mercedes-Benz

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

IMPORTANT SAFETY RECALL 2014050001

**This notice applies to your vehicle, Insert VIN here
Rear Tail Lamp Bulb Carrier
NHTSA Recall # 14V-177**

September, 2014

REMEDY AVAILABLE

Please schedule a free tail lamp repair with an authorized Mercedes-Benz Dealer

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 in certain Model Year 2008 - 2011 C-Class vehicles the tail lamps may fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, reflective devices and associated equipment." 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.

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 loss of tail lamp functions. 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 is required for tail lamps by FMVSS 108 and may increase the likelihood of a rear end crash.

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 1 hour, your dealer can provide you with a better estimate of the overall time required 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 **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** 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 repair your tail lamps under Recall Campaign #2014050001.** 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 your tail lamp carriers were repaired at no charge at an authorized Mercedes-Benz dealer under the Interim Recall notice, mailed to you in June 2014, your vehicle was fully repaired at that time and you may disregard this notice.

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. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

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 report back 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,



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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

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.

To learn more about your vehicle and unrepaired recalls visit www.MBUSA.com/recall.