

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 2015020001-Secondary Rubber Hood Seal. Model 212 (E-Class), 218 (CLS-Class) Model Years 2013-2015	DATE: February 20, 2015

IMPORTANT RECALL LAUNCH INFORMATION

This Recall Campaign is being launched today and the approximately **147,224** affected vehicles are flagged in VMI. The recall will be conducted to attach four additional retaining clips on the rubber seal in the engine compartment.

Parts: No parts orders are necessary. A 100% parts allocation for dealer inventory will be sent to each dealer and should arrive by the day of this recall launch. Additional parts will also be allocated to dealers prior to customer letter mailings. Repair Time is less than 10 minutes.

Owner Notification: - Owner notifications will be sent beginning in early March, 2015 when additional parts become available. All affected vehicles are flagged in VMI. Dealers may repair customer vehicles that show up at the dealership prior to receiving a customer letter with available parts.

What Should Customers Do: Customers may continue to drive their vehicles until this recall has been performed.

What's the Issue:

Daimler AG (DAG) has determined that on approximately 147,224 Model Year 2013 - 2015 E-Class and CLS vehicles, the rubber seal on the top edge of the secondary bulkhead in the engine compartment may not be secured properly and may temporarily adhere to the engine hood when the hood is opened. If this occurs, a portion of the seal might be lifted from the secondary bulkhead, and under adverse circumstances, may drop into the area between the engine and the secondary bulkhead and contact parts of the exhaust system, specifically the catalytic converter. Should the catalytic converter be sufficiently hot at the time of contact with the seal, the potential risk of fire cannot be excluded. To correct this condition an authorized Mercedes-Benz dealer will attach four additional retaining clips on the rubber seal in the engine compartment.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any of the approximately 13,614 new Model Year 2013 -2015 E-Class or CLS Class vehicle covered by this notification in dealer inventory until the vehicle has been repaired. See attached VIN file.

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

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.