

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 with Stop-Sale Order- Secondary Rubber Hood Seal. Model 212 (E-Class), 218 (CLS-Class) Model Years 2013-2015	DATE: February 11, 2015

IMPORTANT RECALL INFORMATION AND STOP SALE ORDER

Effective immediately, a stop sale is required for Model Year 2013-2015 E-Class and CLS vehicles (sedan and wagons) identified in the attached VIN file and in VMI as a "Pending" Recall.

The affected vehicles that are in dealer inventory, or may be arriving at your dealerships from the VPC's, must be held, and not dealer traded, or used for loaner or demonstration purposes until further instructions are provided.

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 (see diagram below). In the event the rubber seal is not properly secured to the secondary bulkhead, it is possible for the seal to temporarily adhere to the engine hood when the hood is opened. Should this occur, the seal might be partially lifted from the secondary bulkhead, and under adverse circumstances, may drop into the area between the engine and the secondary bulkhead. Should a sufficient length of seal be displaced from the bulkhead and drop down, it is possible that the loose end of the seal might contact parts of the exhaust system, specifically the catalytic converter. Should the catalytic converter be sufficiently hot at the time of contact with the rubber 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.

What We're Doing:

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to attach four additional retaining clips on the rubber seal in the engine compartment. MBUSA notified the NHTSA on February 9, 2015 of this new recall, which may generate questions from your customers.

Next Steps:

- **There are currently no parts available. This recall is scheduled to launch late February or early March 2015, when parts become available. MBUSA is working to obtain required parts as quickly as possible.**



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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-FOR-MERCEdes (1-800-367-6372).

