

# 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: <b>Recall Campaign 2015030004–Fuel Sender Cover Model 205 (C-Class) Model Year 2015</b>	DATE: April 17, 2015

## IMPORTANT RECALL LAUNCH INFORMATION

**This Recall Campaign is being launched today and the approximately 3,038 affected vehicles are flagged in VMI.** The recall will be conducted to check all potentially affected vehicles for pinched wires and improperly secured locking plates. If necessary, the wiring will be properly re-positioned and all locking plates will be properly secured.

**Parts: A 40% parts allocation of “O” rings will be sent to each dealer and should arrive by the day of this recall launch.** Dealers may order additional parts as required. In all but 1% - 2% of the time, the repair time is 1.2 hours.

**Owner Notification: - Owner notifications will be sent starting in late April, 2015.** 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 3,039 Model Year 2015 C-Class vehicles the fuel delivery module may not have been properly attached to the fuel tank prior to shipment from the plant. As part of a post-production rework, the fuel tank had to be opened and closed through the service opening. During the closing and re-sealing operation two potential issues might have occurred: First, the steel locking plate, which mechanically secures the flange of the fuel delivery module to the fuel tank, might not have been properly secured. On these vehicles the fuel delivery module may become loose over time, without positive mechanical attachment to the top of the tank. Secondly, electrical wires connecting to the fuel delivery module might have been pinched between the flange of the fuel delivery module and the tank. On units where the electrical wires were pinched, the attachment of the fuel sending unit may be compromised, and the insulation of the wires may be damaged. This damage could potentially lead to a failure of the fuel gauge and in some instances potentially to a fuel pump stall and a vehicle disablement, which could increase the risk of an accident.

To correct this condition an authorized Mercedes-Benz dealer will check all potentially affected vehicles for pinched wires and improperly secured locking plates. If necessary, the wiring will be properly re-positioned and all locking plates will be properly secured.

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any of the 126 new Model Year 2015 C-Class vehicles covered by this notification in dealer inventory until the vehicles have been repaired. See attached VIN files.**

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.