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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 2015080001 Replace Seal on Secondary Bulkhead MY2016 Model 212 (E-Class), MY2015 Model 218 (CLS) | DATE: August 26, 2015 |

IMPORTANT RECALL LAUNCH AND STOP SALE INFORMATION

This Recall Campaign is being launched today and the approximately 209 affected vehicles are flagged in VMI. The recall will be conducted to replace the secondary bulkhead seal.

Parts: Dealers may order parts as required. Repair Time is approx. 20 minutes.

Owner Notification: - Owner notifications will be mailed starting September 2, 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.

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 209 Model Year 2015 CLS-Class and Model Year 2016 E-Class vehicles the rubber seal on the top edge of the secondary bulkhead in the engine compartment may have been damaged by the supplier during production. If damaged, the rubber seal might not be secured properly to the bulkhead and may temporarily adhere to the engine hood when the hood is opened. Under adverse circumstances, a partially displaced seal may drop into the area between the engine and the secondary bulkhead and contact parts of the exhaust system, specifically the catalytic converter. If the catalytic converter is 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 replace the rubber seal and four clips in the engine compartment.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any of the 127 new MY2015 CLS-Class and MY2016 vehicles covered by this notification in dealer inventory until the vehicles have been repaired. Loaner and demonstrator vehicles may continue to be driven but must not be retailed until 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.



Mercedes-Benz

Campaign No. 2015080001, August 2015

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 212 (E-Class), 218 (CLS-Class), Model Year 2015
Replace Engine Compartment Seal and 4 Clips at Partition Wall**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2015 - 2016 E-Class and CLS vehicles, the rubber seal on the top edge of the secondary bulkhead in the engine compartment may have been damaged by the supplier during production. With this damage, the rubber seal might not be secured properly to the bulkhead and may temporarily adhere to the engine hood when the hood is opened. Under adverse circumstances, a partially displaced seal may drop into the area between the engine and the secondary bulkhead and contact parts of the exhaust system, specifically the catalytic converter. If the catalytic converter is sufficiently hot at the time of contact with the seal, the potential risk of fire cannot be excluded. An Authorized Mercedes-Benz Dealer will replace the rubber seal and four retaining clips in the engine compartment.

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 209 vehicles are involved.

Order No. P-RC-2015080001

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.

Procedure

1.  Open hood and remove entire engine compartment seal (A, Figure 1) from partition wall (1).

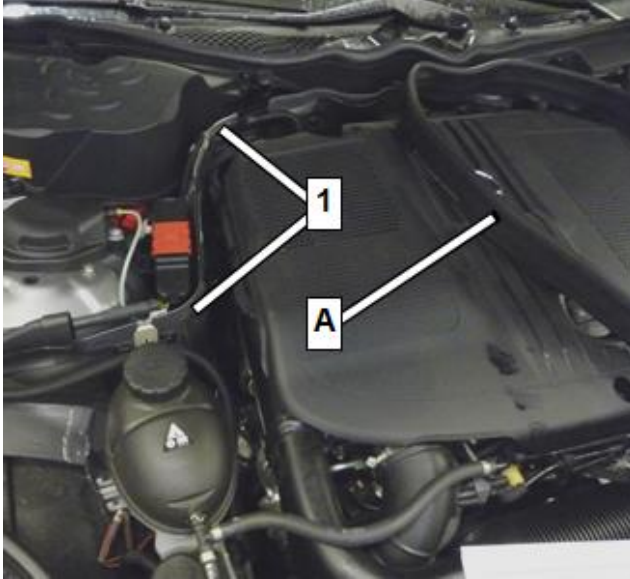





Figure 1

2.  Replace 4 retaining clips (B, Figure 2) at partition wall (1).

 **Note:**

-  Hammer new retaining clips (B, Figure 2) onto upper edge of partition wall (1) using **plastic** mallet.

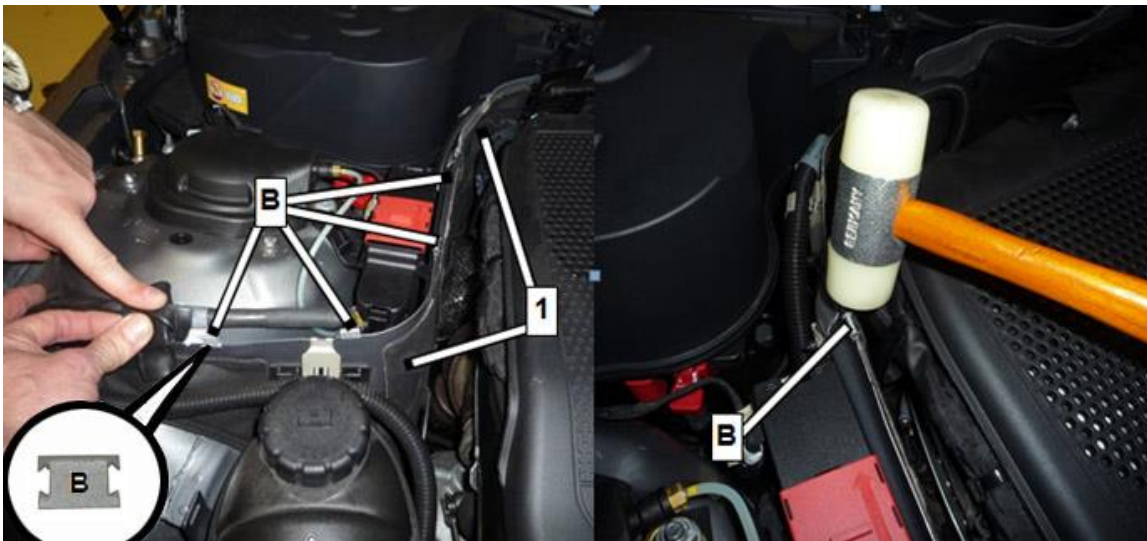



Figure 2

3.  Install **new** engine compartment seal (A, Figure 3) onto partition wall (arrows) and close hood.

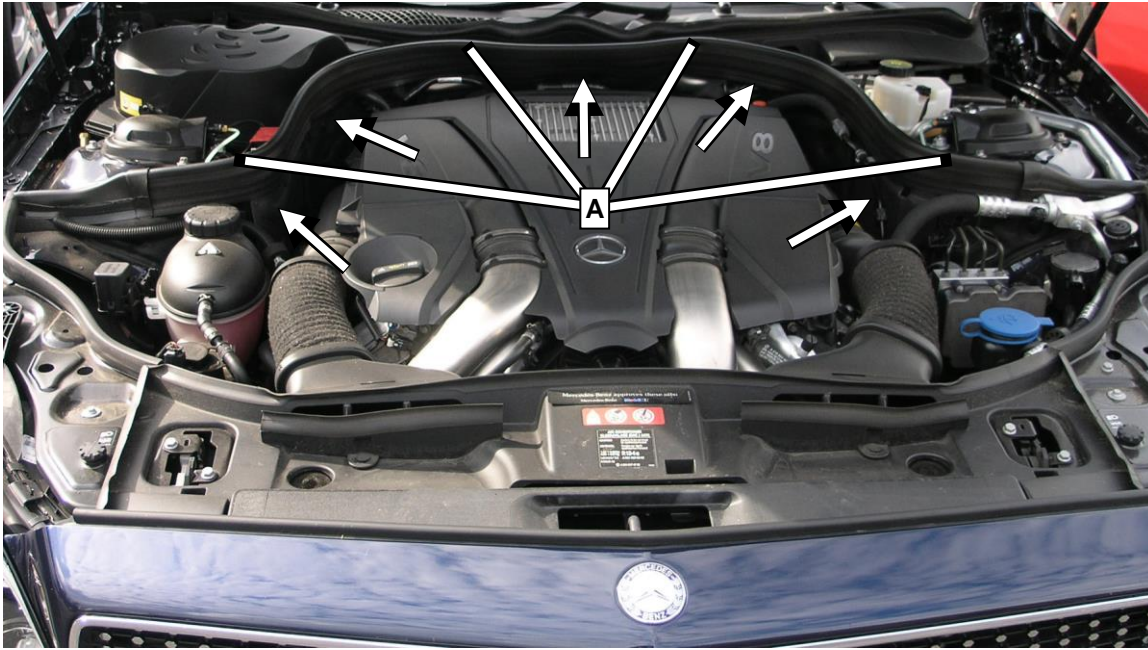



Figure 3

 **Note:**

-  New engine compartment seal (A) must be installed **firmly** on partition wall (arrows).

Primary Parts Information

| Qty. | Part Name | Part Number | Estimated Replacement Rate |
|------|-------------------------|-----------------|----------------------------|
| 4 | Clip | A 000 991 16 70 | 100% |
| 1 | Engine compartment seal | A 212 628 08 00 | |

i Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Replace engine compartment seal and 4 clips at partition wall (02-9299).

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 68 910 43 7 | 02-9299 | 0.3 |

i Note

Operation Number labor times are subject to change.



Mercedes-Benz

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

IMPORTANT SAFETY RECALL 2015080001
This notice applies to your vehicle, WDDSJ5CB6EN123456
Replace Secondary Bulkhead Hood Seal
NHTSA Recall # 15V505

September, 2015

2015080001
WDDSJ5CB6EN123456
Daniel Selke
1 Mercedes Drive
Montvale, NJ 07645

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 certain Model Year 2015 CLS-Class, and Model Year 2016 E-Class vehicles concerning the secondary bulkhead hood seal. Our records indicate that your vehicle is included in the potentially affected population of vehicles.

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

The rubber seal on the top edge of the secondary bulkhead in the engine compartment may have been damaged by the supplier during production. This damage may result in the seal not being properly secured to the bulkhead, where it may then temporarily adhere to the engine hood when the hood is opened. If this occurs, a portion of the seal might be lifted from the bulkhead, and 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 risk of fire increases. To correct this condition an authorized Mercedes-Benz dealer will replace the secondary bulkhead seal in the engine compartment.

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 half hour, 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 **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 replace your secondary bulkhead hood seal under Recall Campaign #2015080001.** 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,



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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