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 MBUSA.com



Service

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: UPDATE to Recall Campaign with Stop-Sale Order – Engine Camshaft Replacement, Model 117/156/172 (CLA-Class, GLA-Class, and SLK-Class) Model Years 2015-2016	DATE: December 9, 2015

IMPORTANT RECALL INFORMATION UPDATE

Please be advised that the special tools required to perform this recall are not yet available. Due to this delay in launching the recall, Federal Regulations require MBUSA to mail an interim letter (attached), which will be sent to owners of affected vehicles on December 9, 2015, to inform them of the status of the recall. We anticipate the special tools will become available towards the end of December into early 2016 and will launch the recall when sufficient tools are available at the dealers. We are working with DAG to procure these tools as soon as possible.

If the tools become available sooner, MBUSA will launch the recall and will provide notification accordingly.

If you receive any inquiries from customers about the interim letter, please reiterate that they will receive another letter in early 2016 when the tools become available, asking them to take their vehicle to an authorized Mercedes-Benz dealer to have the repair conducted free of charge.

What's the Issue:

Daimler AG (DAG) has decided that on approximately 857 Model Years 2015-2016 CLA-Class, GLA-Class, and SLK-Class vehicles, the camshaft weld might have been manufactured outside of specifications, where the weld on certain camshafts may not have been placed at the intended position. In the affected vehicles, one or both camshafts could break and damage the engine, leading to a loss of power and causing the engine to stall. If this situation occurs, the engine cannot be restarted. An authorized Mercedes-Benz dealer will replace the appropriate camshaft on the affected vehicles.

The affected vehicles are still on a Retail Hold. Given this notice, it is a violation of Federal law for a dealer to sell or lease any new Model Years 2015-2016 CLA-Class, GLA-Class, SLK-Class vehicles covered by this notification in dealer inventory until the vehicle has been repaired.

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).





Mercedes-Benz

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

IMPORTANT SAFETY RECALL

**This interim notice applies to your vehicle, WDDSJ5CB6EN123456
2015 Replace Camshaft
NHTSA Recall # 15V662**

December, 2015

2015100006
WDDSJ5CB6EN123456
Daniel Selke
1 Mercedes Drive
Montvale, NJ 07645

Dear Mercedes-Benz Owner,

This interim 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 and Model Year 2016 vehicles equipped with four-cylinder gasoline engines. Our records indicate that your vehicle is included in the affected population of vehicles.

Recently, Mercedes-Benz USA, LLC (MBUSA) announced a recall involving certain Model Year 2015 - 2016 CLA-Class, GLA-Class, and SLK-Class vehicles. The purpose of this letter is to explain what the recall is about, what MBUSA is doing to correct it, and when parts will be available.

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

Due to a production error at a supplier, the weld on certain camshafts may not have been placed at the intended position. In the affected vehicles, one or both camshafts could break and damage the engine until it stalls. If this situation occurs, the engine cannot be restarted. An engine stall without warning while driving can increase the risk of a crash.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the repair conducted free of charge.

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,

Mercedes-Benz USA, LLC
One Mercedes Drive
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