



Mercedes-Benz

Campaign No. 2015020001, March 2015

Revision	Date	Purpose
A	03/06/15	Inclusion of customer letter
-	02/20/15	Initial release

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 212 (E-Class), 218 (CLS-Class), Model Years 2013-2015  
Secondary Rubber Hood Seal, Model 212 (E-Class)**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain 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. An authorized Mercedes-Benz dealer will attach four additional retaining clips on the rubber seal 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 147,224 vehicles are involved.

Order No. P-RC-2015020001

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 then loosen approx. 0.5 m of edge guard (A, Figure 1) from the right side of secondary engine bulkhead (1) and place to one side.

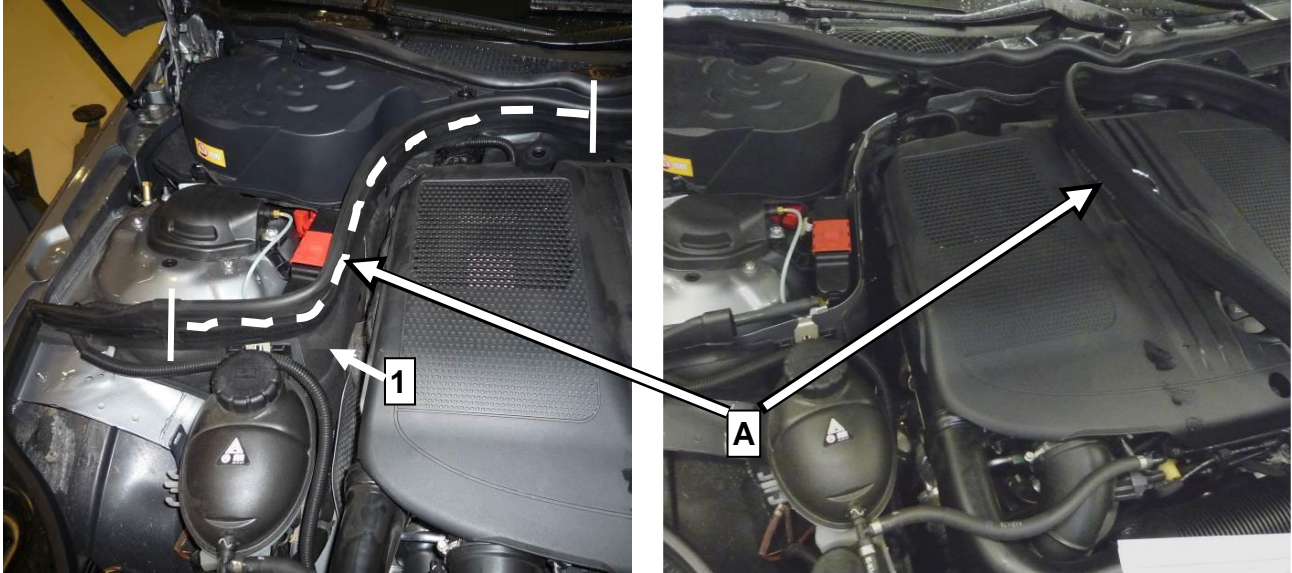



Figure 1

2.  Install 4 retaining clips (B, Figure 2) as shown then hammer clips (B) onto upper edge of secondary bulkhead (1) until they are seated on the bulkhead (1).

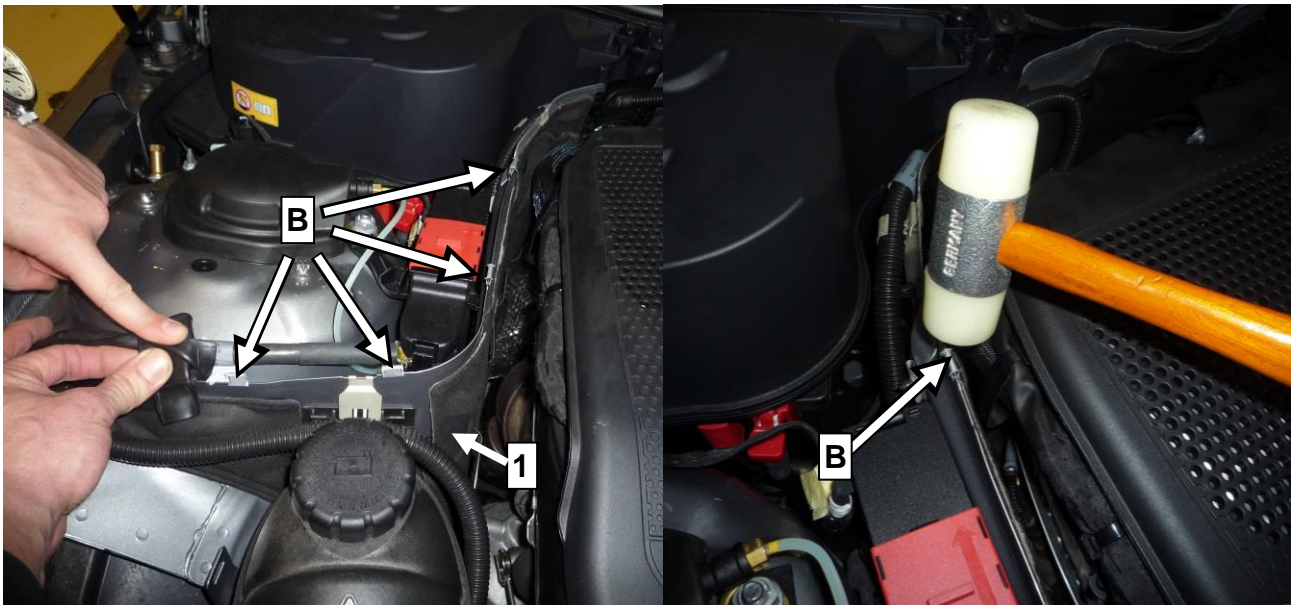



Figure 2

3.  Reinstall edge guard (A, Figure 1) onto upper edge of bulkhead (1).

 **Note:**

Edge guard (A) must be installed firmly on the secondary bulkhead (1) edge.

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is 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:

**Primary Parts Information**

<b>Qty.</b>	<b>Part Name</b>	<b>Part Number</b>	<b>Estimated Replacement Rate</b>
4	Retaining clips	A 000 991 16 70	100%

**Warranty Information**

**Operation:** Retrofit retaining clips for edge guard (02-8850).

<b>Damage Code</b>	<b>Operation Number</b>	<b>Labor Time (hrs.)</b>
62 901 44 7	02-8850	0.1

**Note**

Operation Number labor times are subject to change.



Mercedes-Benz

**IMPORTANT SAFETY RECALL 2015020001**

**This notice applies to your vehicle, Insert VIN here  
Secondary Bulkhead Hood Seal  
NHTSA Recall # 15V088**

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President  
Customer Services

March, 2015

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with 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 2013 - 2015 E-Class and CLS -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 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 risk of fire increases. To correct this condition an authorized Mercedes-Benz dealer will attach four additional retaining clips on the rubber 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](http://www.MBUSA.com/dealerlocator).

**Please mention you are scheduling an appointment to attach retaining clips to the secondary bulkhead hood seal under Recall Campaign # 2015020001.** 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](http://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](http://www.MBUSA.com)



Mercedes-Benz - are registered trademarks of Daimler AG, Stuttgart, Germany

**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**