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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Initial Notification Oil Reservoir Leak in Active Curve System MY12-17 166 292 (ML-Class, GLE-Class, GLE-Coupe Class, GL-Class, GLS-Class)	DATE: May 10, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

May 10, 2018

Campaign No. :	Campaign Desc. :	Oil Reservoir Leak
TBD	PEND 166 292 OIL RES	

This is to notify you of a new **Recall Campaign** to replace the active suspension oil reservoir sealing caps on **9,725** MY 2012-2017 Model 166 292 (ML-Class, GLE-Class, GLE-Coupe Class, GL-Class, GLS-Class) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on May 10, 2018.

Background

Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain ML, GLE, GLE Coupe, GL, and GLS-Class vehicles (166, 292 platform) with the Active Curve System ("ACS"), if the oil level is below minimum, the oil in the ACS's oil reservoir could leak out of the oil reservoir through the vent holes in the sealing cap. In such case, the oil could leak onto hot engine components, increasing the risk of a fire. An authorized Mercedes-Benz dealership will replace the sealing caps of the active curve system oil reservoir on the affected vehicles.
What We're Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.
Parts	Parts are not yet available. An additional notification will be sent when parts are available for repair.

Vehicles Affected

Vehicle Model Year(s)	2012-2017
Vehicle Model	ML-Class, GLE-Class, GLE-Coupe Class, GL-Class, GLS-Class

Vehicle Populations

Total Recall Population	9725
Total Vehicles in Dealer Inventory	5

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY12-17 ML-Class, GLE-Class, GLE-Coupe Class, GL-Class, or GLS-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.

Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY12-17 ML-Class, GLE-Class, GLE-Coupe Class, GL-Class, or GLS-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline	Customer letters will be mailed approximately two weeks after the remedy becomes available.
AOMS/SOMS	AOMS – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.

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.