

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: <b>Recall Campaign Update Notification</b> <b>Replace Brake Booster with Pedal Rework</b> <b>MY06-12 GL-Class, ML-Class, R-Class</b> <b>(X164, W164, R251 platform)</b>	DATE: February 10, 2023

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.

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Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-888-548-8514.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



<b>Recall Campaign Update Notification</b>			<b>February 10, 2023</b>							
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Brake Booster With Pedal Rework</b>							
2022090007 (Category 2 & 3)	22V315	22P4290008 (Category 2 & 3)								
This is to notify you of an update to the Brake Booster Recall Campaign on <b>14,123</b> Model Year (“MY”) 2006-2012 GL-Class, ML-Class, and R-Class (X164, W164 and R251 platform) vehicles. The recall campaign for Category 2 vehicles will now be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on <b>February 10, 2023</b> .										
<b>Background</b>										
<b>Issue</b>	Category 3 vehicles were launched in October 2022. Category 2 vehicles are now flagged as open for Brake Booster replacement. Parts ordering procedures detailed in the Process Flow and FAQ’s below.									
	<table border="1"> <thead> <tr> <th>Inspection Campaign</th> <th>Category</th> <th>New Launched Campaign #</th> </tr> </thead> <tbody> <tr> <td rowspan="2">2022050014 Pedal Rework</td> <td>2 - Driven for up to 2 years</td> <td rowspan="2">2022090007</td> </tr> <tr> <td>3 - Stop Drive</td> </tr> </tbody> </table>			Inspection Campaign	Category	New Launched Campaign #	2022050014 Pedal Rework	2 - Driven for up to 2 years	2022090007	3 - Stop Drive
	Inspection Campaign	Category	New Launched Campaign #							
2022050014 Pedal Rework	2 - Driven for up to 2 years	2022090007								
	3 - Stop Drive									
<b>What We’re Doing</b>			An authorized Mercedes-Benz dealer will replace the brake booster assembly.							
<b>Parts</b>		<b>The remedy is available and can be performed.</b>								
<b>Vehicles Affected</b>										
<b>Vehicle Model Year(s)</b>		2006-2012								
<b>Vehicle Model</b>		GL-Class, ML-Class, R-Class								
<b>Vehicle Populations</b>										
<b>Total Recall Population</b>		14,123								
<b>Category 2 Vehicles at Launch</b>		~518								
<p><b>Category 3 vehicles are flagged as “Open” and Work Instructions are available in Star TekInfo. Customers must be advised not to drive their vehicle until the brake booster replacement is performed. Category 2 vehicles with a Pending campaign will be flagged as “Open”. As unchecked vehicles come in for inspection, they will be assigned a new “Open” campaign number to replace the booster after they are checked and the inspection campaign is closed.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY 06-12 GL-Class, ML-Class, and R-Class vehicles covered by this notification until the vehicle has been inspected and passed, or grounded until parts become available and the remedy performed.</b></p>										
<b>Next Steps/Notes</b>										
<b>Customer Notification Timeline</b>		Owner notifications will be mailed on or prior to March 10, 2023.								
<b>AOMS/SOMS</b>		AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.								
<b>Rental Fleet Partners</b>		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 1-888-548-8514. MBUSA apologizes, but please anticipate longer than usual wait times to reach an agent as is typical for any recall of large volume.										



## Process Flow

### **Category 3 Launch Process Flow (October 2022-February 9<sup>th</sup>, 2023)**

At the time of Category 3 launch in October 2022, two processes happened in tandem:

- 1) The dealer needed to close out the inspection campaign.
  - a. This would trigger a new campaign based on the warranty claim operation codes. If operation codes were claimed that matched Category 2, vehicles would be moved to a new “PENDING” campaign once a week due to insufficient parts stock. If the operation codes claimed matched Category 3, once a week vehicles would be moved to a new “OPEN” campaign.
  - b. This process only affected opening new campaigns in VMI and did not have anything to do with parts shipment.
- 2) The dealer needed to claim the correct warranty operation codes for Category 3.
  - a. Once the operation codes were submitted and paid, if they matched the Category 3 warranty operation codes, a booster and, if necessary, a pedal kit were sent out automatically. This was done to prevent over-ordering during a critical parts shortage.

### **Category 2 & 3 Launch Process Flow (February 10<sup>th</sup>, 2023-Current)**

- 1) Dealers still need to close the inspection campaigns to have a new campaign opened. This process will remain the same as point 1 from the “Category 3 Launch Process Flow” for the time being. An update to the NCU will be issued when this process is also revoked.
- 2) Now that parts for Category 2 vehicles are available, point 2 from the “Category 3 Launch Process Flow” above is being **revised. Warranty operation codes still need to be claimed correctly, however, parts will no longer be shipped out automatically.** The dealer must now order parts per VIN via the parts ordering system. There will be no initial parts push since Category 2 vehicles were allowed to drive up to 2 years prior to replacement. Further details below in the FAQ’s, including how many parts dealers are allowed to order.
- 3) **Important!** Inspection claims still need to be submitted correctly with the proper warranty operation codes for Category 1, 2 and 3 vehicles, respectively. Category 2 and 3 vehicles must still have Xentry Diagnosis results uploaded to pXD. Please also see #6 in the FAQs below.
- 4) FAQ’s below detail any open points dealers may have.



## FAQs

1. **Are parts available to replace brake boosters?**
  - a. Yes, for Category 2 and 3 vehicles.
2. **How will I receive the parts necessary to complete the campaign?**
  - a. The Category 3 parts procedures are being revoked. The parts system block for boosters and the pedal retrofit kits will be lifted. Dealers must put in a unique VIN and order parts only for that vehicle. Do not use the same VIN to order parts. **Note:** there are no extra pedal retrofit kits and these do not need to be stocked at dealerships. Order ONLY after it is determined that a vehicle needs the retrofit kit.
3. **Will parts be pushed for Category 2 vehicles?**
  - a. No. Parts need to be ordered by the dealerships for any existing and new Category 2 vehicles. Parts will no longer automatically be pushed to dealerships.
4. **Will parts still be pushed for Category 3 vehicles?**
  - a. No. Parts need to be ordered by the dealerships for any existing and new Category -3 vehicles. Parts will no longer automatically be pushed to dealerships.
5. **After vehicle inspection, will another campaign open to replace the booster?**
  - a. Yes, once the inspection campaign has been closed, a new campaign will open. These new campaigns are opened once a week. If the dealer has deemed a vehicle falls into Category 2 or 3, parts need to be ordered by the dealer and can be replaced even if the campaign isn't open in VMI yet. The RO can be closed once the new campaign is activated.
6. **When I hover over the campaign, it still says Category 3 even though the vehicle was a Category 2. Why?**
  - a. This is being addressed, however, campaign functionality is not impaired in any way.

Recall - Safety Title/ Topic: Brake Booster -  
P2 - No Pedal Kit - Category 3 MY: 2006-2012  
Model(s): GL-Class,M-Class,R-Class

2022090006

22P4290007

7. **Are Xentry inspection results audited for verification?**
  - a. Xentry log files may be spot checked to ensure the Xentry inspection procedure was performed correctly. Under NO CIRCUMSTANCES may any dealer skip the inspection or purposely influence the test. Dealers may be audited if parts ordering practices show potential malfeasance.



**8. I would like to order spare parts stock to have on-hand.**

- a. Due to limited availability of stock for Category 2 & 3 vehicles at this time, all orders are to be placed by VIN, for only a quantity of one. Once sufficient stock becomes available, standard ordering practices will resume.

**9. How long does the customer have to return their loaner or rental vehicle once the category 3 vehicle is repaired?**

- a. Five (5) days at most. This is to accommodate any out of town customers or if there are extenuating circumstances. For special cases, the dealer should assess the situation and offer feedback since each case will be unique.

**10. Are rental vehicles still allowed?**

- a. Rental vehicles are only applicable to two groups of vehicles:
  - i. Vehicles awaiting the initial inspection campaign. Once the vehicle inspection has been completed, the owner of any vehicle with a Category 1 should promptly turn in the rental vehicle.
  - ii. Category 2 & 3 vehicles. With the launch of the booster replacement campaign for Category 3 vehicles in October 2022 and Category 2 vehicles in February 2023, no such owner should be in or require a long-term rental. The only allowable rental for Category 2 & 3 vehicles is for the time between inspection and parts arrival/booster replacement, which will only be a few days at maximum. Dealers are required to promptly order parts for Category 2 & 3 vehicles.

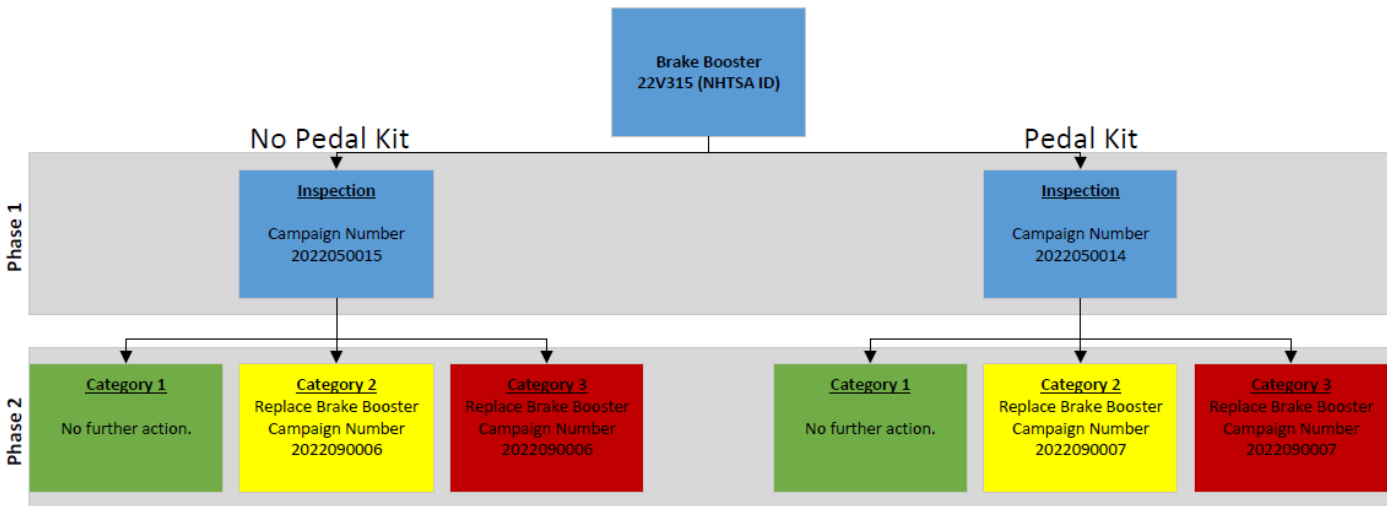
**11. Now that the vehicle has been repaired, do I need to close out any pending costs attributable to storage, maintenance, etc?**

- a. There should not be any Category 3 customers in rental vehicles, storage, etc... as sufficient parts stock for Category 3 vehicles has been available since October 2022.
- b. In the event a dealer cannot perform the brake booster replacement immediately, see below damage codes.
  - i. Damage code 99803 01 – Mobile inspection incentive
    1. \$150 per vehicle
    2. Claimed separately and on top of the recall inspection
  - ii. Damage code 99039 01 - Towing
    1. Up to \$125 per tow if arranged by customer or dealer outside of normal process
    2. Invoice must be attached to claim
    3. Please use normal CAC tow process whenever possible to alleviate reimbursement
  - iii. Damage code 99046 01 - Vehicle storage
    1. \$15 per vehicle, per day for dealership onsite storage
    2. Up to \$56.25 per vehicle, per day for offsite storage
    3. Invoice must be attached to claim
    4. Submit every 30 days and then a final claim to reconcile



- iv. Damage code 99047 01 - Active vehicle care during vehicle storage
  - 1. \$300 per vehicle, one-time, for the entire period claimed at the end of the storage period (i.e. wash, maintain battery, move to avoid flat spots and brake corrosion, etc.)
- v. Damage code 99304 01 - Mobility solutions
  - 1. Up to \$2,400 for rental vehicle (up to \$80/day), loaner (\$80/day flat fee), taxi / rideshare services or use of public transportation
  - 2. Dealers are encouraged to use loaner vehicles for customer requests. See sales NCU on changes to the CVP program and alternate mobility options.
  - 3. Rental agreement, loaner agreement and/or invoice(s) must be attached to claim.

**12. Is there a simple flowchart to understand all of the campaign numbers?**



**13. Will I need any additional parts for the brake booster replacement?**

- a. No. The dealer should not need any additional parts. It is always a good idea to check the parts you will be using or removing prior to commencing with the replacement. Items such as brake lines (bulk brake line usage should be followed via WIS), electrical connector housings, and caliper bleed screws are all items to inspect.



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022090007, October 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GL-Class, ML-Class, and R-Class (X164, W164 and 251 platform)  
Model Year 2007-2008**

## **Replace Brake Booster - with Pedal Rework**

All vehicles that had the Brake Booster inspection performed and required a follow-up repair under Category 2 or 3 received a new pending campaign number. Category 3 vehicles will be launched and receive parts to perform and close out the campaign. Category 2 vehicles will remain in a pending status until such time parts become available. An authorized Mercedes-Benz dealer will replace the brake booster assembly and, if applicable, re-work the brake pedal assembly.

Prior to performing this Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 14,123 vehicles are affected.

Order No. P-RC-2022090007

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

# Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

## Replace brake booster

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**i** Before starting work, there must be **no** fault message present in the instrument cluster on the brake system. If a fault message is present before starting work, this must be rectified.  
**Do not** invoice this **fault rectification** together with **the field measure**. The costs must be clarified with the customer.

### Work Procedure

1. Replace brake booster.
  - i** Model 164: For basic data, see AR43.10-P-0350GZ.
  - i** Model 251: For basic data, see AR43.10-P-0350RT.
  - i** The BAS diaphragm travel sensor **must** be reused.
2. Modify the BAS diaphragm travel sensor of the old brake booster for the new brake booster in the removed status.
  - i** Model 164: For basic data, see AR42.31-P-6002GZ.
  - i** Model 251: For basic data, see AR42.31-P-6002RT.
3. Check for correct function of brake lights.
4. Install pedal conversion small parts kit A 251 290 00 00.
  - i** The pedal conversion small parts kit consists of the separate parts bushing, fit bolt and retainer.
5. Read out serial number (figure 2) using the **Mercedes-Benz PartScan** app.
  - i** The serial number is automatically entered in VeDoc. Verify the VIN reads from the vehicle correctly.



**Figure 2**

- i** To prepare for the work procedure, the **Mercedes-Benz PartScan** app must be installed on an Apple® iPhone® or Android® smartphone.
- i** A mobile Internet connection is required for installing and transmitting the data.
- i** Download the app from the Apple® Store for iPhone® or Google® Play for Android® (download is similar to other apps).  
 After downloading, a one-time login authentication must be performed via an encrypted QR code (follow instructions on screen). The required QR code (figure 1) can be scanned here from the work instructions. Ensure that only authorized workshop personnel have access to the QR code!



**i** In the case the PartScan app cannot be used a XSF ticket for the documentation has to be created and noted on the workshop order.

The use of the **Mercedes-Benz PartScan** app is recommended to simplify redocumentation and avoid input errors.

**i** In the case of a redocumentation with the Mercedes-Benz PartScan app, no additional documentation must be carried out in VeDoc.



Figure 1 (QR code)

### Primary Parts Information

**i** Please refer to FAQ's for part ordering process

Qty.	Part Name	Part Number
1	Brake booster	A 251 430 00 00
1	Pedal conversion kit	A 251 290 00 00
As required	Brake fluid	*

\* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

**i** Small parts such as screws/bolts, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

**i** When replacing the brake booster, the pedal conversion small parts kit A 251 290 00 00 must always be ordered.

**i** **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

### Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
42 900 08	02-0253	Replace brake unit (after check) Model 164 <b>Includes:</b> Modify travel sensor for brake unit, as well as bushing, fit bolt and retainer and bleed brake system	2.1
	02-0253	Replace brake unit (after check) Model 251 <b>Includes:</b> Modify travel sensor for brake unit, as well as bushing, fit bolt and retainer and bleed brake system	2.4

**i** **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.

