

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 Update Notification Replace Brake Booster (Category 3 Vehicles) MY06-12 GL-Class, ML-Class, R-Class (X164, W164, R251 platform)	DATE: October 14, 2022

IMPORTANT RECALL CAMPAIGN INFORMATION

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

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



Recall Campaign Update Notification			October 14, 2022												
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Brake Booster Without Pedal Rework												
2022090006 (Category 3) Not Launched (Category 2)	22V315	22P4290007 (Category 3) Not Launched (Category 2)													
This is to notify you of an update to the Brake Booster Recall Campaign on 278,173 Model Year (“MY”) 2006-2012 GL-Class, ML-Class, and R-Class (X164, W164 and R251 platform) vehicles. The recall campaigns will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on October 14, 2022 .															
Background															
Issue	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 seen in the table below. 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.														
	<table border="1"> <thead> <tr> <th>Inspection Campaign</th> <th>Pending Campaign #</th> <th>Category</th> <th>New Launched Campaign #</th> </tr> </thead> <tbody> <tr> <td rowspan="2">2022050015 Pedal re-work</td> <td>2022080012 OR</td> <td>2 - Driven for up to 2 years</td> <td>Not Launched</td> </tr> <tr> <td>2022080011</td> <td>3 - Stop Drive</td> <td>2022090006</td> </tr> </tbody> </table>				Inspection Campaign	Pending Campaign #	Category	New Launched Campaign #	2022050015 Pedal re-work	2022080012 OR	2 - Driven for up to 2 years	Not Launched	2022080011	3 - Stop Drive	2022090006
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What We’re Doing															
An authorized Mercedes-Benz dealer will replace the brake booster assembly.															
Parts															
The remedy is available and can be performed for Category 3 vehicles only.															
Vehicles Affected															
Vehicle Model Year(s)		2006-2012													
Vehicle Model		GL-Class, ML-Class, R-Class													
Vehicle Populations															
Total Recall Population		278,173													
Category 3 Vehicles at Launch		1,288													
<p>Category 3 vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo. Customers are continued to be advised not to drive their vehicle until the brake booster replacement is performed. A follow-up campaign will be issued for Category 2 vehicles that require a brake booster replacement within two years, once parts are available. Until such time, a “Pending” campaign will be assigned to these vehicles to ensure vehicle status is reflected in the VIN look-up tools mentioned below.</p> <p>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.</p>															
Next Steps/Notes															
Customer Notification Timeline		Owner notifications will be mailed on October 28 th , 2022.													
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 1-888-548-8514. MBUSA apologizes, but please anticipate longer than usual wait times to reach an agent as is typical for any recall of large volume.															



FAQs

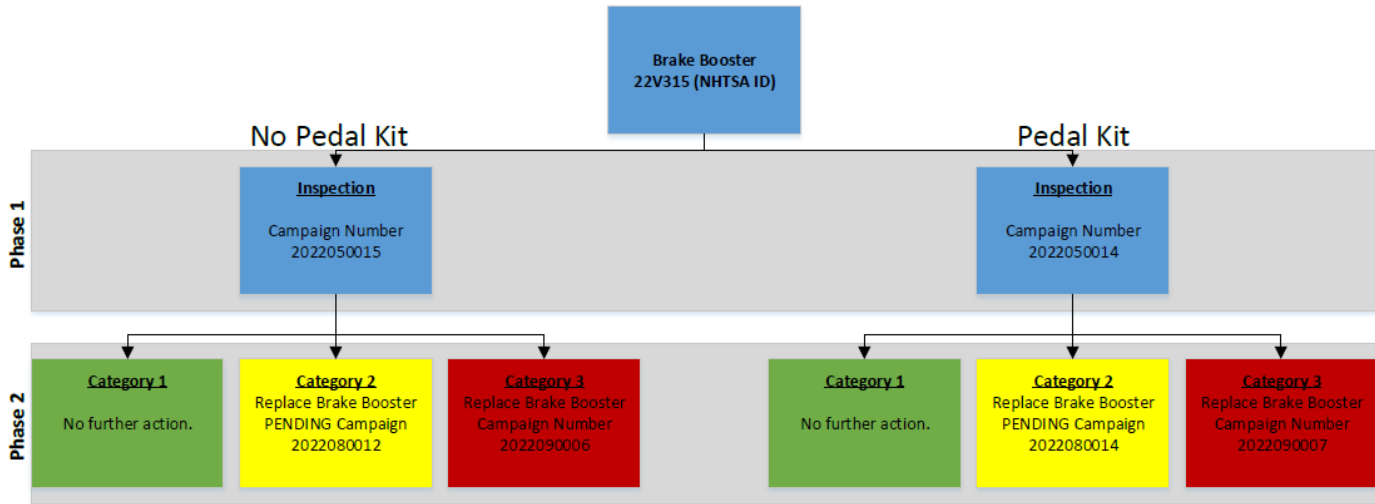
1. **Are parts available to start replacing brake boosters?**
 - a. Yes, the final phase of the brake booster campaign is currently being launched **for Category 3 vehicles only.**
2. **How will I receive the parts necessary to complete the campaign?**
 - a. The initial wave of parts will be automatically pushed to the dealer where the category 3 vehicles were inspected and claimed under warranty.
 - b. If you receive a brake booster and the vehicle is no longer at the dealership you may:
 - i. Reach out directly to the customer and arrange towing back to the dealership. If the customer is closer to a different dealer, please advise to reach out and schedule an appointment, as their parts are ready and can be installed to complete the campaign and put the vehicle back in use. The closer dealer should then request the brake booster part directly from the prior servicing dealer using the D2D network.
 - ii. Wait until the Category 3 customers receive their letter and schedule.
 - c. Moving forward, if a vehicle receives Category 3 status after the initial parts push, **a separate RO must be opened for the brake booster inspection campaign only.** Once complete, close out the RO with the proper warranty codes provided in the inspection NCU. Please submit the claim for the inspection as soon as the RO is closed so that the vehicle can be categorized, a part can be automatically pushed to the dealer, and the vehicle can be added to the subsequent recall campaign to repair the brake booster. The dealer does not need to wait to see the open recall campaign in VMI if the brake booster parts arrive prior.
3. **How often are vehicles added from the “Inspect Brake Booster” to the “Replace Brake Booster” campaign?**
 - a. Once per week on Thursday’s. This process does not affect the inspection campaign and parts shipments should a vehicle fall under point 2c.
4. **When are Category 2 vehicles going to receive brake booster replacements?**
 - a. As parts become available an updated Launch NCU will be issued. No dates can be offered at this time.
5. **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 to receive parts immediately. Dealers may be audited if parts ordering practices show potential maleficence.
6. **I would like to order a spare parts stock to have on-hand just in case a vehicle is inspected and deemed Category 3.**
 - a. This is not permitted. It is understandable that a buffer stock would be beneficial but due to the ongoing parts constraints, this may take away from a customer who requires it immediately.



- 7. 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 customers out of town or with extenuating circumstances. For special cases, the dealer should assess the situation and offer feedback since each case will be unique.
- 8. Now the vehicle has been repaired, do I need to close out any pending costs attributable to storage, maintenance, etc?**
- a. Yes, please see below.
 - 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 per month 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
 4. Claims may be submitted on a monthly basis / multiple submissions allowed if needed. This support is limited until the final remedy has been performed on the customer's vehicle.



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



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

- a. No. The dealer should not need any further parts. It’s always a good idea to check the parts you will be using 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.

11. Can a customer still request alternate mobility?

- a. For vehicles not yet inspected, MBUSA will provide mobility options within the program guidelines from the date of inspection request until the inspection is completed. Should vehicles not pass the complete inspection procedure, parts may be ordered following the procedures as described above. Please see mobility NCU posted “CVP Program Expansion and Mobility Options for Recall Campaign – Brake Booster Inspection”.



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022090006, October 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GL-Class, ML-Class, and R-Class (X164, W164 and 251 platform)
Model Year 2006-2012**

Replace Brake Booster

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 278,173 vehicles are affected.

Order No. P-RC-2022090006

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.

Recall Campaign Bulletin

Recall Campaign Bulletin

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Replace brake booster

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. 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	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 **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 07	02-0252	Replace brake unit Model 164 Includes: Modify travel sensor for brake unit and bleed brake system	2.0
	02-0252	Replace brake unit Model 251 Includes: Modify travel sensor for brake unit 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.