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|---|--|
| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers   | FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services |
| RE: <b>Recall Campaign Launch Notification STOP DRIVE</b><br><b>Inspect and Replace Brake Booster without Pedal Rework</b><br><b>MY06-12 GL-Class, ML-Class, R-Class</b><br><b>(164 and 251 platform)</b> | DATE: May 10, 2024   |

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

### **STOP DRIVE NOTIFICATION!**

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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

Senior Manager, Vehicle Compliance & Analysis



**Recall Campaign Launch Notification**

**May 10, 2024**

|                       |                 |                         |
|-----------------------|-----------------|-------------------------|
| <b>Campaign No. :</b> | <b>NHTSA ID</b> | <b>Campaign Desc. :</b> |
| 2024050001            | 24V298          | 24P4290017              |

**Inspect and Replace Brake Booster Without Pedal Rework**

This is to notify you of the **Recall Campaign Launch** to inspect and replace the brake booster on **11,993** Model Year (“MY”) 2006-2012 GL-Class, ML-Class, and R-Class (164 and 251 platform) vehicles. The recall campaign will be visible on the [www.nhtsa.gov](http://www.nhtsa.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on **May 10, 2024** under a new NHTSA ID. These VINs were previously flagged under 22V315.

**Background**

|              |   |
|--------------|---|
| <b>Issue</b> | Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2006-2012 ML-Class, GL-Class, and R-Class (164 and 251 platform) vehicles, the function of the brake booster might be affected due to advanced corrosion in the joint area of its housing. After extended time in the field and in conjunction with prolonged water exposure, this corrosion might lead to a vacuum leak at the brake booster. If this were to occur, the brake force support might be reduced, leading to an increase in the brake pedal forces required to decelerate the vehicle, and/or increased stopping distances. Additionally, in rare cases of very severe corrosion, it might be possible for a particularly strong or hard brake application to cause mechanical damage in the brake booster, whereby the connection between brake pedal and brake system would fail. In such a very rare case, it would not be possible to decelerate the vehicle via the brake pedal. The risk of a crash or injury would be increased. The function of the parking brake is not affected by this issue. Before the issue occurs, the driver might notice a change in the brake pedal feel and/or hissing/airflow noises when applying the brake pedal. |
|--------------|---|

|                         |   |
|-------------------------|---|
| <b>What We’re Doing</b> | MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will remove the rubber sleeve from the brake booster housing, inspect the brake booster on the affected vehicles and, depending on the result of this inspection, replace as necessary. |
|-------------------------|---|

|              |  |
|--------------|--|
| <b>Parts</b> | <b>The remedy is available and can be performed.</b> |
|--------------|--|

**Vehicles Affected**

|                              |                             |
|------------------------------|-----------------------------|
| <b>Vehicle Model Year(s)</b> | 2006-2012                   |
| <b>Vehicle Model</b>         | GL-Class, ML-Class, R-Class |

**Vehicle Populations**

|   |        |
|---|--------|
| <b>Total Recall Population</b>            | 11,993 |
| <b>Total Vehicles in Dealer Inventory</b> | 0      |

**Vehicles are flagged as “OPEN” and Work Instructions are available in Netstar VMI and XENTRY Portal. Customers are advised not to drive their vehicle until an inspection is performed. Based on the results, vehicles may continue to be driven if the inspection is passed or must have the brake booster replaced if not passed.**

**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 if applicable, repaired.**

**Next Steps/Notes**

|                                       |   |
|---------------------------------------|---|
| <b>Customer Notification Timeline</b> | Owners of vehicles identified under the subject campaign number did not previously receive an owner notification letter. Customer letters will be mailed on May 24, 2024.   |
| <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>          | Affected vehicles in your fleet should not be driven until the inspection has been performed and passed. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred Mercedes-Benz 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.



## FAQs

1. **What's the difference between Campaign 2024050001 and 2024050002.**
  - a. The inspection is the same, however, different damage codes apply based on the vehicle population. One population requires a pedal rework, the other does not.
2. **Can I continue to drive the car?**
  - a. Your safety is our highest priority. MBUSA advises customers to stop driving the vehicle until the inspection is performed. Customers were notified by first class mail to schedule an appointment to have the inspection performed by an authorized dealer.
3. **Why are other models not included?**
  - a. Only ML- (MY2006 – 2011), GL- (MY2007 – 2012), and R- (MY2006 – 2012) Class vehicles are fitted with the affected brake booster utilizing a rubber sleeve. Other models are not fitted with this rubber sleeve. Affected vehicles have been identified within this recall.
4. **What types of repairs or replacements part(s) are needed?**
  - a. Affected vehicles will be inspected by removing the rubber sleeve around the brake booster housing. See Work Instructions for detailed procedures.
    1. Rubber Sleeve Inspection Passed: The vehicle can be driven with no further action or customer follow-up required.
    2. Rubber Sleeve Inspection Failed: Dealer to order and replace brake booster, and pedal kit if applicable.
5. **How long will the vehicle need to be in the workshop?**
  - a. For your convenience, an authorized Mercedes-Benz dealer will offer mobile inspection at your location of choice. Should you request the vehicle be towed to a workshop, the time for the recall will vary and is dependent on towing availability and dealership schedules. The inspection itself will require 1 hour to complete. Based on the results of the inspection an additional 2 hours may be needed to replace the brake booster and pedal kit, if applicable. Your authorized Mercedes-Benz dealer can provide you with a better estimate of the overall time for this inspection.
6. **A vehicle came in with no serial code on the brake booster unit and/or the brake booster is not the same color as in the work instruction pictures. What inspection procedure do I follow?**
  - a. Please open a PTSS case for verification of aftermarket booster. If the brake booster is verified as aftermarket, use ONE of the warranty claim codes.
    - i. Campaign Damage Code 4290005: 02-0136
    - ii. Campaign Damage Code 4290006: 02-0137



**Parts**

7. **Are parts available to replace brake boosters? How will I receive the parts necessary to complete the campaign?**
- Yes. Dealers may order brake boosters, as necessary, via the parts ordering system.
8. **After vehicle inspection, will another campaign open to replace the brake booster?**
- No. The campaign is now “Inspect and Replace”. Do **NOT** close this campaign until either the sleeve inspection passes OR the sleeve inspection fails and the brake booster is replaced.

**MOBILITY**

9. **Will the dealer provide a loaner vehicle?**
- The dealer may offer to provide a loaner based on loaner vehicle availability. If available, the loaner will be provided free of charge. If no loaner vehicles are available, other solutions will be offered such as taxi/rideshare, public transportation cost reimbursement, and rental reimbursement. See the “Reimbursements/Owner Pay” section below for additional information.
10. **Are rental vehicles still allowed?**
- Long term mobility damage codes are no longer necessary since parts are available. Mobility solutions will revert to normal dealership practices.
11. **How does the dealer handle rental reimbursements?**
- The dealer should reimburse the customer at the dealership. The dealership should then claim as a sublet via the warranty process.
12. **If I am advised not to drive my vehicle will towing be offered?**
- Customers were notified by first class mail that the inspection can be performed at an authorized dealer. A tow can be completed by the local dealer or by calling 1-888-548-8514. Full details are available in the owner notification letter. In some locations, a mobile inspection can be performed at a location of the customer’s convenience. All towing will be provided free of charge to complete this recall.
13. **Is mobile repair offered for this recall?**
- Yes, for your convenience, an authorized Mercedes-Benz dealer will offer mobile inspection at a location of your choice.
14. **I read a media article that states I should stop driving my vehicle if I own one of the affected vehicles, what should I do?**
- A VIN-based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall. See <https://www.mbusa.com/en/recall> for more details. If your vehicle status is listed as “Open,” the vehicle **MUST NOT** be driven until the inspection process is performed. Further instructions will be provided based on the results of that inspection.



**REIMBURSEMENTS/OWNER PAY****15. I may have paid for repairs related to this recall. Will I receive reimbursement?**

- a. Current and previous owners may be eligible to receive reimbursement if they have had a brake booster replacement due to the conditions specified in this recall. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Details were provided in the recall owner notification letter, which can be viewed on <https://www.mbusa.com/en/recall>. Additional information can be provided by your AOM if necessary.

**16. I inspected the vehicle and found other brake components to be in need of repair.**

- a. This recall relates to potential advanced corrosion on the brake booster housing. If other brake system component(s) are in need of repair/replacement such that they would impair or hinder performing the inspection for the recall condition, the parts/system must be rectified prior so the initial inspection may be completed. These parts and labor are not covered under this recall.

**17. I received a letter but I no longer own the vehicle. How can I update my ownership information?**

- a. Customers should be directed to the MBUSA recall website at <https://www.mbusa.com/en/recall>, enter their VIN, and update their contact information.

**18. The customer wishes to keep driving the vehicle and refuses the repair. How do I handle this situation?**

- a. Customer safety is our top priority at Mercedes-Benz. If the customer insists on driving the vehicle despite the warnings associated with a “stop drive” recall, the following language **MUST** be added to the Repair Order and initialed by the customer:

\_\_\_\_\_(Initial Here) **ASSUMPTION OF RISK FOR REMOVAL OF VEHICLE.** I understand that my vehicle is subject to a “Stop Drive” recall and that continuing to drive my vehicle involves inherent risks and dangers of accidents, property loss or damage, and serious personal injury to me and others, as well as potential financial losses. I have carefully considered the extent of the risks involved, and I voluntarily and freely choose to assume these risks.

**19. The customer wishes to keep driving the vehicle and is refusing to initial the “Assumption of Risk” on the Repair Order. How do I handle this situation?**

- a. Follow the same protocol used at your dealership when a customer refuses services offered. Also, make a notation on the RO that “customer refuses to initial the Assumption of Risk.” A customer signature must be recorded on the RO.



**20. 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 utilizing rental vehicles, storage, etc... as sufficient parts inventory for Category 3 vehicles has been available since October 2022.
- b. The following damage codes will continue to be offered to assist in processing customer vehicles efficiently.
  - 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



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024050001, May 2024

TO: ALL MERCEDES-BENZ CENTERS

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

## **Inspect Brake Booster – without Pedal Rework**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2006-2012 ML-Class, GL-Class, and R-Class (164 and 251 platform) vehicles, the function of the brake booster might be affected due to advanced corrosion in the joint area of its housing. After extended time in the field and in conjunction with prolonged water exposure, this corrosion might lead to a vacuum leak at the brake booster. If this were to occur, the brake force support might be reduced, leading to an increase in the brake pedal forces required to decelerate the vehicle, and/or increased stopping distances. Additionally, in rare cases of very severe corrosion, it might be possible for a particularly strong or hard brake application to cause mechanical damage in the brake booster, whereby the connection between brake pedal and brake system would fail. In such a very rare case, it would not be possible to decelerate the vehicle via the brake pedal. The risk of a crash or injury would be increased. The function of the parking brake is not affected by this issue. Before the issue occurs, the driver might notice a change in the brake pedal feel and/or hissing/airflow noises when applying the brake pedal. An authorized Mercedes-Benz dealer will remove the rubber sleeve from the brake booster housing, inspect the brake booster on the affected vehicles and, depending on the result of this inspection, replace as necessary.

Prior to performing this Campaign:

- VMI must 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 11,993 vehicles are affected.

Order No. P-RC-2024050001

# Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin



## Inspect Brake Booster – without Pedal Rework

- i** Existing problems that would hinder the inspection procedure or any subsequent repairs must first be rectified and are the responsibility of the customer. Any associated costs are not claimable and should not be included with the campaign claim.
- i** Before starting work, the vehicle must have no fault message present in the instrument cluster for the brake system. If a fault message is present before starting work, it must be rectified and is the responsibility of the customer. Any associated costs are not claimable and should not be included with the campaign claim.
- i** The single rubber **band no longer** needs to be packed and returned. The rubber bands are no longer needed and can be disposed of.
- i** If a vehicle comes in with **no serial code** on the brake booster unit and/or the **brake booster is not the same color** as in the work instruction pictures, open a TIPS case for verification of aftermarket booster and further processing.

## Check/Test Procedure A – visual inspection only

1. Open the hood and check the water drains (**Figure 1, 1**) for correct installation and ability to drain.
  - i** Only for model 251
  - i** Clean and correctly install water drains if necessary.



Figure 1



2. Remove the rubber sleeve wrapped around the brake booster (**Figure 2, A**) with a suitable tool (hook and side cutting pliers).
  - i** If the rubber sleeve on the brake booster is missing or **not** present, then continue with **Check/Test Procedure A1**.
  - i** The rubber sleeve should be separated above the barcode label on the brake booster as seen in (**Figure 2, A**).

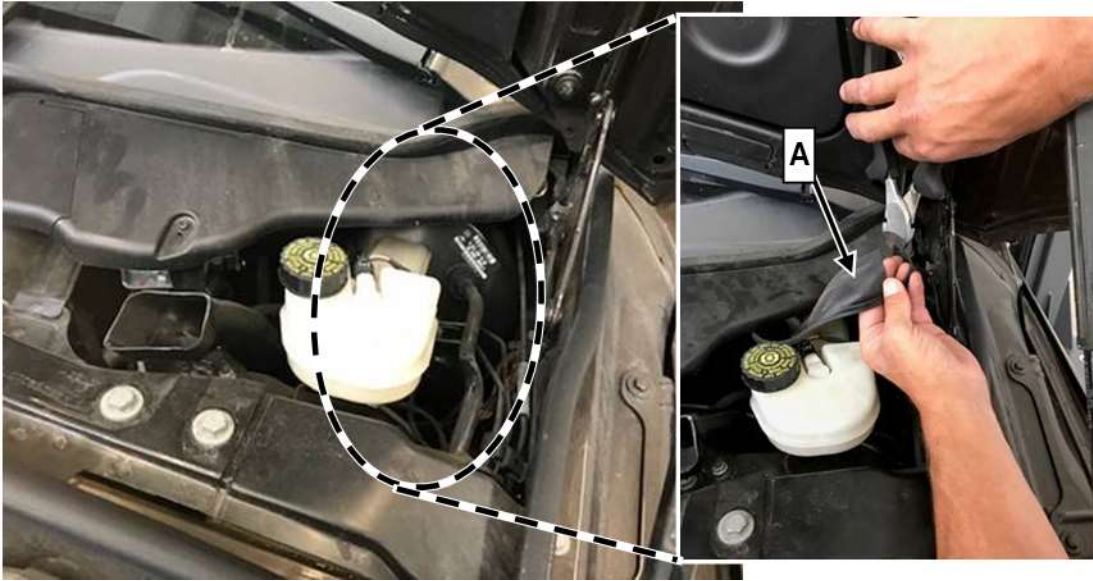


Figure 2

3. Take a photo of the rubber sleeve with the VIN label of the B-pillar (**Figures 3 and 4, A**) and store to a local HDD/computer storage location with the vehicle service file and attach it to the warranty claim in EVA.
  - i** These pictures serve as documentation of the current condition of the brake booster.



Figure 3

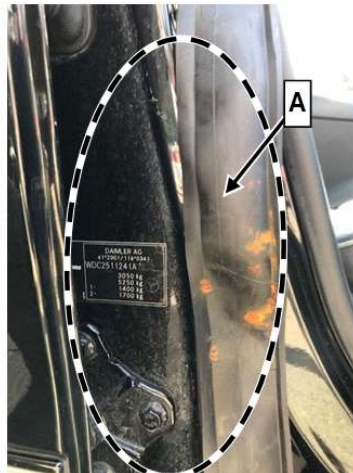


Figure 4

4. Check corrosion of the brake booster using the removed rubber sleeve.

**i** Use (Figures 5, 6 and 7) to assess corrosion.

**i** **Brake booster (OK):**

Multiple point-shaped corrosion marks (Figure 5) are permissible.

A maximum of **one point-shaped corrosion mark** with a diameter **greater than 15 mm** (Figures 6 and 7) is permitted.



Figure 5 (OK)

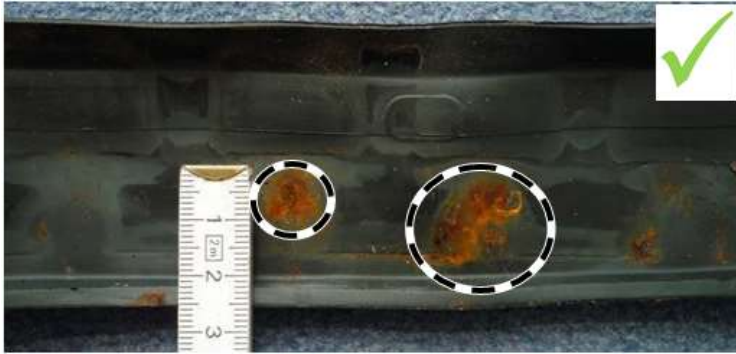


Figure 6 (OK)



Figure 7 (OK)

**i** **Brake booster (Not OK):**

Widespread corrosion marks spanning the rubber sleeve are not permissible.

**More than one corrosion mark with a diameter greater than 15 mm is not permissible.**

- a. Corrosion measurements **Exceeds thresholds - Not OK:** Carry out **Work Procedure**
- b. Corrosion measurements **Does not exceed threshold - OK** (Figures 5, 6 or 7): **End measure.**

**i** If the measure is ended, **do not** re-install a rubber sleeve. Apply marking with **white touch-up paint pen** (Figure 10, 1) to the brake booster checked.

**i** **Under no circumstances should you treat the brake booster with anti-corrosion agent.**

**i** The **findings** from the **Check/Test Procedure** must be **documented on the Repair Order** and included in the **dealer text in the warranty claim** in EVA.

**Check/Test Procedure A1 – visual inspection only if rubber sleeve is *not* present**

**i** Only if the rubber sleeve of the brake booster is missing.

1. Take a photo of the barcode label (**Figure 8, B**) on the brake booster and store to a local HDD/computer storage location with the vehicle service file and attach to the warranty claim in EVA.



**Figure 8**



2. Check sequence of numbers on the barcode label (**Figure 9, C**).
  - a. If the numeric sequence between the 13<sup>th</sup> and 17<sup>th</sup> digits (**Figure 9, C**) are **less than** "15126": Carry out **Work Procedure** below.
  - b. If the numeric sequence between the 13<sup>th</sup> and 17<sup>th</sup> digits (**Figure 9, C**) are **greater than or equal to** "15126": **End measure**.

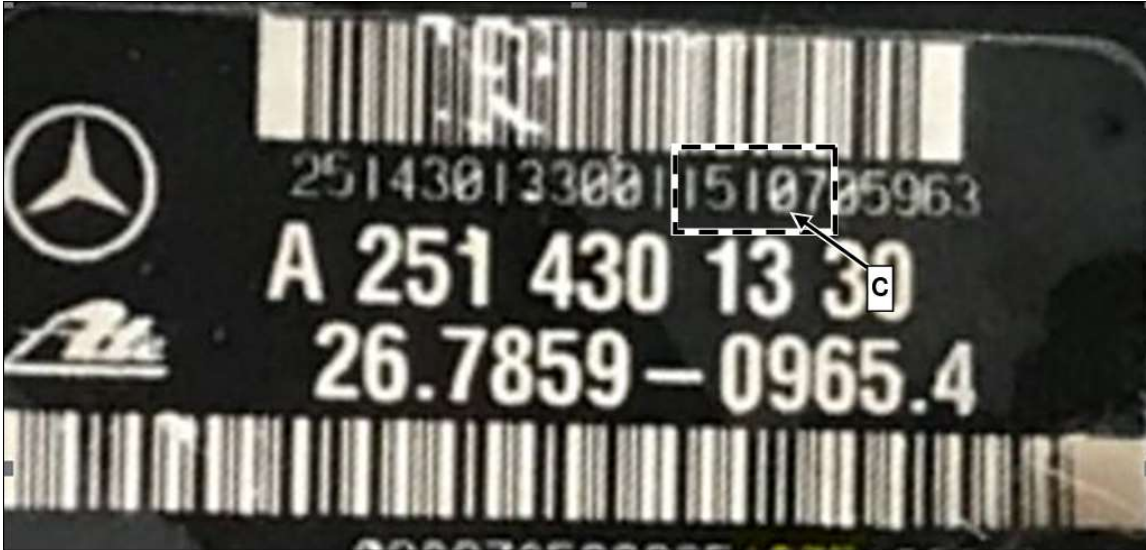


Figure 9

3. Apply marking with **white touch-up paint pen** (**Figure 10, 1**) to the inspected brake booster.
  - i** Under no circumstances should you treat the brake booster with anti-corrosion agent/paint.



Figure 10

## Work Procedure

**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 11**) can be scanned here from the work instructions.

**Ensure that only authorized workshop personnel have access to the QR code!**

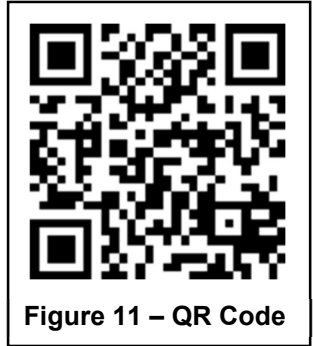


Figure 11 – QR Code

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

**i** If the PartScan app cannot be used, an XSF ticket for the documentation must be created and noted on the workshop order.

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

**i** The new brake booster contains a small parts kit (**Figure 12**).



Figure 12

1. Replace brake booster.

**i** **Model 164:** For basic data, see **AR43.10-P-0350GZ**.

**Model 251:** For basic data, see **AR43.10-P-0350RT**.

**i** The BAS diaphragm travel sensor **must** be reused.

2. Once the old brake booster has been removed from the vehicle, transfer the BAS diaphragm travel sensor to the new brake booster.

**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 13**) using the **Mercedes-Benz PartScan** app.

**i** The serial number is automatically entered in VeDoc. Verify the VIN reads from the vehicle correctly.



Figure 13

**Primary Parts Information**

| Qty.        | Part Name     | Part Number     |
|-------------|---------------|-----------------|
| 1           | Brake booster | A 251 430 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.

**Warranty Information**

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

| Damage Code | Operation Number | Description   | Labor Time (hrs.) |
|-------------|------------------|---|-------------------|
| 42 900 17   | 12-2142          | <b>Check/Test Procedure A</b><br>Check brake unit<br><b>Includes:</b> Remove rubber sleeve from brake unit and document test result<br>This operation number can be used even if <b>no rubber sleeve</b> is present on the brake unit | 0.2               |
|             | 12-2143          | <b>Check/Test Procedure A1</b><br>Check barcode on brake unit<br>Only if <b>no rubber sleeve</b> is present on the brake unit   | 0.1               |
|             | 12-2144          | Replace brake unit (after check)<br>Model 164<br><b>Includes:</b> Modify travel sensor for brake unit and bleed brake system  | 2.0               |
|             | 12-2144          | Replace brake unit (after check)<br>Model 251<br><b>Includes:</b> Modify travel sensor for brake unit and bleed brake system  | 2.4               |

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