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SERVICE

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2012080006 – UPDATE Replace Accessory All Weather Floor Mats, If Installed, Model 166, Model Years 2012-2013	DATE: January 7, 2013

IMPORTANT RECALL UPDATE

Mercedes-Benz USA (MBUSA) is conducting a voluntary recall campaign for the subject all-weather floor mats. The recall campaign will be conducted to collect the subject driver's side accessory floormats from customers who purchased them, and replace the subject mats with mats that cannot interfere with the gas pedal. A full set of replacement mats will be provided. **If a customer does not want the available replacement floor mats, they may be offered a full refund. The driver's side floor mat must be returned to the QEC to ensure warranty accuracy and must be removed from the vehicle for replacement or refund. Customers may retain the other remaining flexible "rubber" floor mats if they choose.**

The issue relates to all-weather floor mats that were offered as an accessory on MY 2012 and 2013 ML-Class models (166). No other mats for MY 2012 and 2013 vehicles are affected. It does not involve the velour floor mats that all ML-Class vehicles have as standard equipment.

Customers must be informed that:

- there should never be more than one floor mat installed in the footwell area and,
- the floor mat must be fastened using the provided attachment points and ensure that the floor mat does not interfere with the accelerator pedal's radius of movement.

Parts – A small Dealer allocation of black mats arrived at the dealers on Friday, January 4, 2013. A second, and significantly larger allocation of both brown and black mats will arrive at the dealers beginning Tuesday, January 8, 2013. Only floor mat part numbers A1666803501 9051 (black) and A1666803501 7J07 (brown) are available for this recall. MBUSA will currently not offer flexible "rubber" floor mats.

Due to the severity of the critical parts situation all involved part numbers will be blocked at this time and allocations will be pushed to dealers as stock arrives. It is currently anticipated that allocations will be completed and normal PDC stocking levels will be reached at the end of January and that parts will then be opened up for normal ordering. Please note to ensure allocations can be made as described, no exceptions by the PAC or SP can be made.

- Available parts must only be used only for customers affected by the recall.
- When sufficient stock is available, and normal ordering is opened, dealers may resume accessory sale of these mats, but until that time "Recall customers first".

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 (1-800-367-6372).