



Mercedes-Benz

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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 2013020002- Replace Fuel Filter, 204, X204, 207, 212, 216 and 221. Model Year 2011 - 2012	DATE: February 15, 2013

IMPORTANT RECALL INFORMATION

This Recall Campaign is being launched today and the 5,773 affected vehicles are flagged in VMI.

On Monday, December 3, 2012 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on certain Model Year 2011- 2012 C-Class (204), GLK-Class (X204), E-Coupe (207), E-Class (212), CL-Class (216) and S-Class (221) vehicles with regard to the fuel filter flange. This notification is posted on the NHTSA website and may generate some customer questions.

Background

DAG has determined that due to issues during the injection molding process of a sub-supplier, the structure of affected fuel filter flanges might contain an irregularity. During a specific period of sub-supplier production there were issues with the injection molding process that impaired the flow of material in the mold, which could result in reduced thickness or strength of the flange in certain areas. The flange is situated on top of the fuel filter and is used to connect the fuel filter to the fuel tank. In most cases, fuel cannot leak through this structural irregularity in the flange. However, in some cases the operating pressure (7 bar) along with high operating temperatures could over time lead to the development of a crack in the flange, which may result in fuel leakage and/or loss of fuel system pressure and flow. The recall will be conducted to replace the fuel filter in the subject vehicles.

Given this notice, it is a violation of Federal law for a dealer to deliver any new or used Model Year 2011- 2012 C-Class (204), GLK-Class (X204), E-Coupe (207), E-Class (212), CL-Class (216) and S-Class (221) vehicles covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

Parts - A Dealer allocation of approximately 30% for models 216 and 221 will be sent to dealers by the launch date. Please note that MBUSA is launching this recall in two segments. A second Dealer allocation will occur for the remaining models as soon as additional parts are received. Parts replacement rate is 100%.

Owner Notification - Owner notifications will be sent approximately one week after recall launch. Since the launch is in two segments, additional Owner notification letters will be mailed in late February, 2013.

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

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).



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