



MERCEDES-BENZ USA, LLC  
One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350  
Phone (201) 573-0600  
Fax (201) 573-0117  
MBUSA.com

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:Customer One Action 140901- <b>Install Warranty Manual. Model 204.9 (GLK), Model Year 2015</b>	DATE: September 26, 2014

## IMPORTANT NEW CUSTOMER ONE ACTION

This Customer 1 Action Campaign is being launched today and the 2,181 affected vehicles are flagged in VMI.

Parts – Warranty Manual BQ-C1A140901-WBK may be ordered via NetStar

Owner Notification - As this is a voluntary customer care initiative, **no customer letter will be mailed.**

### What's the Issue:

This Customer One Action has been initiated because certain Model Year 2015 GLK (X204) the warranty manual is missing from affected vehicles. To correct this condition an authorized Mercedes-Benz dealer will check for the presence of the warranty manual in the vehicle and install if necessary.

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

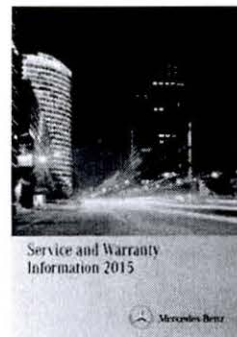
When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

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).





Mercedes-Benz



**Action**

Date: September 2014  
Action No.: C1A 140901  
Group: 00

SUBJECT: **Model 204.9 (GLK)  
Model Year 2015  
Install Warranty Manual**

This Customer 1 Action has been initiated because the warranty manual is missing from affected vehicles. Dealers will check for the presence of the warranty manual in the vehicle.

Prior to performing this Customer 1 Action:  
Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.

Customer ONE Action

## Procedure

1. Install warranty manual into vehicle.

### Note:

Warranty manuals can be ordered via NetStar.

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Service and Warranty Booklet Kit	BQ-C1A140901-WBK	100%



### Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

### Warranty Information

**Operation:** Install Warranty Manual

Damage Code	Operation Number	Labor Time (hrs.)
21 629 00 7	02-0001	0.1