



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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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: Service Campaign 2013120004 - Correct Left Tail Lamp Connector Locks Model 204 (C-Class) Model Year 2013.	DATE: January 10, 2014

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 362 affected vehicles will be flagged in VMI.

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

Parts - No parts are required.

Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the lock connectors of the left tail lamp may not be engaged correctly. An authorized Mercedes-Benz dealer will check and engage the locks correctly at the next workshop visit.

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, Mercedes-Benz USA, LLC 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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