



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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## 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

DATE: April 1, 2011

RE: **Recall Campaign – Check and Replace the Vibration Damper, Model 212 Model Year 2011**

On Thursday, March 31, 2011 the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign related to the vibration damper in certain MY 2011 Mercedes-Benz E-Class vehicles. This notification will be posted on the NHTSA web site and may generate some customer questions.

### Background

DAG has determined a possible inconsistency during the vulcanization process at the supplier for the vibration damper located on the engine. This can lead to insufficient adhesion between the vibration damper and its inner mass damper ring, which may cause a sudden separation of the inner ring from the vibration damper without prior warning. As a result, the kinetic energy of a separated mass damper ring can create a potential for personal injury when working in the engine compartment during engine operation.

MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to check the production date of the vibration damper, and replace if necessary, in the subject vehicles. Approximately 10% of the affected vehicles are expected to require vibration damper replacement.

**This Recall Campaign will be launched in approximately one week and affects 41 vehicles in the U.S.**

Owner Notification - An Owner notification will be mailed approximately one week following the campaign launch.

While we regret any inconvenience this causes, 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).

service





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## newschannel UPDATE

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Thomas Brunner; Department Manager; Vehicle Compliance & Analysis; Engineering Services

DATE: April 8, 2011

**RE: Recall Campaign 2011030004 – Check Vibration Damper, Replace if Necessary, Model 212, Model Year 2011**

**This Recall Campaign is being launched today and the 41 affected vehicles will be flagged in VMI.**

### Background

Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined a possible inconsistency during the vulcanization process at the supplier for the vibration damper located on the engine. This can lead to insufficient adhesion between the vibration damper and its inner mass damper ring, which may cause a sudden separation of the inner ring from the vibration damper without prior warning. As a result, the kinetic energy of a separated mass damper ring can create a potential for personal injury when working in the engine compartment while the engine is running. Dealers will check the production date of the vibration damper and replace the vibration damper if necessary. The time necessary to check the production date is 0.1 hours. The time to check the production date and replace the vibration damper, if necessary, is 1.1- 1.6 hours depending on the model requiring repair.

**The installation rate of the vibration damper is estimated at 10%.**

**Parts - Dealers may order replacement vibration dampers as required.**

### Owner Notification -

**Owner notification letters for the approximately 41 affected vehicles will be mailed approximately one week after recall launch.**

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).

