



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: Service Campaign 2012 100003 – Model 197, Model Year 2011, Install Brake Line Spacers	DATE: November 16, 2012

This Service Campaign is being launched today and the 471 affected vehicles will be flagged in VMI.

Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the spacing between two rear brake lines may not meet current specifications in the subject vehicles and may lead to noise complaints. Dealers will install spacers on the brake lines at the next workshop visit.

Parts – Dealer may order parts as required. Installation rate is 100%.

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

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 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).

