



Mercedes-Benz

MERCEDES-BENZ USA, LLC
One Mercedes Drive, P.O. Box 350, Montvale, NJ 07648-0350
Phone (201) 573-0900
Fax (201) 573-0117
MBUSA.com

Service

newschannel update

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| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Thomas Brunner, Department Manager; Vehicle Compliance and Analysis, Engineering Services, Rory Anne Hepner, General Manager, Vehicle Distribution and Logistics |
| RE: RETAIL HOLD UPDATE: MY 2013 GLK 250 (X204) with AMG Styling Package 321 | DATE: May 24, 2013 |

IMPORTANT RETAIL HOLD UPDATE

ALL MY 2013 GLK 250 (X204) with AMG Styling Package 321 must remain on hold from retail delivery until further notice. See NetStar message from May 14, 2013.

MBUSA is planning to launch a Customer One Action by the middle of next week so the Retail Hold can be lifted.

In a situation where there is a critical pending retail of an affected vehicle, please contact Stephen Kraitz at 201-573-4118 for further instructions.

Dealers may also identify vehicles subject to this RETAIL HOLD as follows:

All GLK 250 vehicles with AMG Styling Package 321

Any GLK 250 without Dunlop-run flat tires

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.

Best Regards,

Rory Anne Hepner
General Manager Vehicle Distribution
& Logistics

R-Thomas Brunner
Department Manager Vehicle Compliance
& Analysis

