



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

SENT VIA CERTIFIED U.S. MAIL

June 15, 2012

National Highway Traffic Safety Administration
Office of Defect Investigation
Attention: Jennifer Timian, Chief Recall Management Division NVS 215
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: 49 CFR Part 573; Recall of Mercedes-Benz Rear Load Leveling

Dear Ms. Timian:

Pursuant to 49 CFR Part 573.6(10), this letter contains 2 documents (Dealer Notification and VIN file) that were communicated to our dealers on the above subject and will be submitted in the Mercedes-Benz USA, LLC (MBUSA) regular monthly mailing for the month of June, 2012.

Manufacturer's Campaign Identification Number
Unavailable

NHTSA Recall Number
Unavailable

Should you have any questions, please do not hesitate to contact me at brunnert@mbusa.com.

Sincerely,

R-Thomas Brunner
Department Manager,
Vehicle Compliance and Analysis

Stephen Kraitz
Compliance Engineer
Vehicle Compliance and Analysis

Enclosure

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RECALL

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: : Recall – Rear Load Leveling Suspension, Model 211 Wagon, Model Years 2007- 2009	DATE: June 15, 2012

On Monday, June 11, 2012 the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on certain Model Year 2007 - 2009 E-Class Wagon (211) vehicles with regard to the rear suspension. This notification will be posted on the NHTSA web site and may generate some customer questions.

Background

DAG has determined that the load leveling rear air suspension in the subject vehicles may not perform as designed due to a supplier material specification issue that can cause the ball head of a connecting rod in the level control system to seize. The rod is connected to the stabilizer bar and transmits the vertical movement of the suspension system to a sensor. In the case of a seized ball, the rod may break. Should this occur, the possibility exists that the sensor will generate a constant signal indicating that air suspension level is too low. This triggers a continuous attempt to increase the pressure in the air bellows, which can first lead to uncomfortable and stiff suspension characteristics, and in very rare cases could lead to a loss of air pressure in the air bellows. To date, we are not aware of any cases in the U.S. where the air bellows have failed. As a result of a failure of the rear air suspension connecting rod, owners may experience reduced control of the vehicle which could increase the risk of a vehicle crash.

MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the rear air suspension connecting rod in the subject vehicles.

Given this notice, it is a violation of Federal law for a dealer to deliver any used Model Year 2007 – 2009 E-Class Wagon (211) covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired. See attached Excel file of affected vehicles in dealer inventory.

Other than verifying if any of the vehicles on the list are in your inventory, no action is required, at this time until this Recall Campaign is launched in August, 2012 (based on parts availability) and affects approximately 3,613 vehicles in the U.S.

Owner notifications will be sent approximately one week after recall 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).



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