



Mercedes-Benz

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

Safety Recall # 2012070006
Load Leveling Rear Air Suspension
NHTSA Recall # 12V-264

September, 2012

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2007 - 2009 E-Class station wagons with regard to the load leveling rear air suspension. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

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 connecting rod in the level control system to seize. The rod transmits the vertical movement of the load leveling rear air suspension system to a sensor. If the rod is seized, it may break. Should this occur, the possibility exists that the sensor will continuously attempt to increase the pressure in the air suspension system. This can first lead to uncomfortable and stiff suspension characteristics, and in very rare cases could lead to a loss of air pressure. Should this occur, owners may experience reduced control of the vehicle which could increase the risk of a vehicle crash. To date, we are not aware of any cases in the U.S. where the air suspension system has failed as a result of this condition. Nevertheless MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will replace the connecting rod in the level control system in your vehicle.

This service will be provided free of charge. The working time required is approximately 1½ hours. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

Please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or other authorized dealer, for additional information and to schedule an appointment at your earliest convenience. To locate additional authorized dealers please see www.MBUSA.com/dealerlocator. Please mention Recall Campaign #2012070006.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact an authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If a dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,



Mercedes-Benz - are registered trademarks of Daimler AG, Stuttgart, Germany

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 380
Montvale, NJ 07648-0380
Phone 1-800-FOR-MERCEDES (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com

