

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification – STOP DRIVE Inspect Brake Booster – Updated FAQs MY06-12 GL-Class, ML-Class, R-Class (X164, W164, R251 platform)	DATE: May 14, 2022

IMPORTANT RECALL CAMPAIGN INFORMATION UPDATE

Please see the attached documents related to the campaign listed above.

STOP DRIVE NOTIFICATION!

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-888-548-8514.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification Update

May 14, 2022

Campaign No. :

NHTSA ID

Campaign Desc. :

TBD

22V315

22P2197512
22P2197514

Inspect Brake Booster

This is to notify you of the Recall Campaign Launch to inspect the brake booster on **292,287** Model Year (“MY”) 2006-2012 GL-Class, ML-Class, and R-Class (X164, W164 and R251 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on **May 12, 2022**.

Background

Issue

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2006-2012 ML, GL (W164/X164 platform) and R-Class (R251 platform) vehicles, the function of the brake booster might be affected due to advanced corrosion in the joint area of its housing. After extended time in the field and in conjunction with prolonged water exposure, this corrosion might lead to a vacuum leak at the brake booster. If this were to occur, the brake force support might be reduced, leading to an increase in the brake pedal forces required to decelerate the vehicle, and/or increased stopping distances are possible. Additionally, in rare cases of very severe corrosion, it might be possible for a particularly strong or hard brake application to cause mechanical damage in the brake booster, whereby the connection between brake pedal and brake system would fail. In such a very rare case, it would not be possible to decelerate the vehicle via the brake pedal. The risk of a crash or injury would be increased. The function of the parking brake is not affected by this issue. Before the issue occurs, the driver might notice a change in the brake pedal feel and/or hissing/airflow noises when applying the brake pedal.

What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will remove the rubber sleeve from the brake booster housing, check the brake booster on the affected vehicles and, depending on the result of this inspection, replace as necessary. **Until the inspection process is completed, affected customers will be instructed by the MBUSA recall owner notification letter to stop driving their vehicles at the time of recall launch.**

Parts

The Inspection procedure is not available at this time.

Vehicles Affected

Vehicle Model Year(s)

2006-2012

Vehicle Model

GL-Class, ML-Class, R-Class

Vehicle Populations

Total Recall Population

292,287

Total Vehicles in Dealer Inventory

0

Once the inspection process is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo. Vehicles can then be inspected, and based on the results, continue to be driven (Inspection passed) or grounded (Inspection not passed) until such time parts are available. A follow-up campaign will be issued for any vehicle, which requires brake booster replacement.

Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY06-12 GL-Class, ML-Class, and R-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline

Owner notifications will be mailed on or before May 31, 2022.

AOMS/SOMS

AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.



Rental Fleet Partners

This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-888-548-8514. MBUSA apologizes, but please anticipate longer than usual wait times to reach an agent as is typical for any recall of large volume.

FAQs**1. What is the recall about?**

- a. The recall campaign is related to the brake booster housing. Specifically, advanced corrosion may have formed on the housing, which could lead to a vacuum leak and impairment to brake effectiveness.

2. Why are other models not included?

- a. Only ML (MY2006 – 2011), GL (MY2007 – 2012), and R (MY2006 – 2012) class vehicles are fitted with the affected brake booster utilizing a rubber sleeve, which can lead to advanced corrosion on the brake booster. Affected Vehicles have been identified within this recall.

3. Will owners receive complimentary (free) towing to the dealer?

- a. Customers are instructed **not** to drive their vehicle. Vehicle transport and mobility solutions will be offered at the time of recall launch. Further information to follow.

4. Will the dealer provide a loaner?

- a. Where available, a mobile inspection solution and alternate transportation will be provided for customers at the time of recall launch, which may include a loaner or rental vehicle. This service will be provided free of charge.

5. What types of repairs or replacements part(s) are needed?

- a. At this time the recall has not been launched. When the recall is launched and instructions have been provided to authorized Mercedes-Benz dealerships, affected vehicles will be inspected as a first step. After this inspection, the vehicle will be given 1 of 3 statuses.
 - i. Inspected with no corrosion: The rubber sleeve will be removed. The vehicle can be driven with no further action or follow-up required.
 - ii. Inspected with advanced corrosion found: A brake efficacy test will be performed. A passed test ensures the tested brake booster can continue to be used and the vehicle driven up to a maximum of 2 years. A new notice will be provided at a later date to bring the vehicle to an authorized Mercedes-Benz dealership for further inspection and potential replacement of the brake booster.
 - iii. Inspected with advanced corrosion and brake efficacy test does not pass: The vehicle will require the brake booster housing to be replaced when parts are available. Until then, the vehicle **MUST NOT** be driven.



6. How long can Owners expect to be without their vehicle?

- a. The recall has not been launched. When launched, times will vary based on dealer appointment availability, inspection results, and replacement part availability. Mercedes-Benz apologizes for any inconvenience this may cause but know your safety is our top priority.

7. Where will the vehicle be stored?

- a. At this time, the vehicle should be stored at the owner's residence until the recall has been launched.

8. Why can't my vehicle be towed to dealership now?

- a. At this time, we are unable to tow to dealerships because the inspection process is not yet available. Once available, customers will be notified by first class mail to schedule an appointment to have the inspection performed at an authorized dealer or have a mobile inspection performed at a location of their convenience. At this time, towing to the dealerships will be offered.

9. Are Owners responsible for expenses related to the recall?

- a. No. Parts and labor will be provided free of charge. Alternate mobility solutions will be offered via MBUSA and/or an authorized Mercedes-Benz dealership starting at the time of recall launch.

10. I may have paid for repairs related to this recall. Will I receive reimbursement?

- a. The customer may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Details will be provided in the recall owner notification letter. If you no longer own the vehicle, please call back in at the time of recall launch by watching the MBUSA website (www.mbusa.com/en/recall) VIN lookup tool under "My Vehicle Status".

11. Can I continue to drive the car?

- a. MBUSA advises customers to stop driving the vehicle until the first inspection is performed. At this time, the inspection process is not yet available. Once available, customers will be notified by first class mail to schedule an appointment to have the inspection performed at an authorized dealer or have a mobile inspection performed at a location of their convenience. At that time alternate mobility solutions will be offered.
- b. In the meantime, if you need alternative transportation, please save your receipts. Reimbursements will be provided up to a maximum of \$80 per day. Additional information on reimbursements will be included in the customer letter. If vehicle is at a location other than your home, complimentary towing can be offered back to your home.



12. What is Mercedes-Benz going to do for Owners given this inconvenience?

- a. Mercedes-Benz is committed to the highest level of customer service and while we regret the inconvenience, the safety of our customers and the quality and integrity of their Mercedes-Benz vehicles is paramount. Mobility solutions will be offered for the duration the customer's vehicle is affected under this "stop drive" recall at the time of recall launch.

13. I lost faith in the vehicle and demand MBUSA provide a replacement.

- a. Such customer inquiries will be evaluated on a case by case basis.

14. I read a media article that states I should stop driving my vehicle if I own one of the affected vehicles, what should I do?

- a. A VIN-based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall. See www.mbusa.com/recall for more details. If your vehicle status is listed as "Recall Currently Pending" or "Open" once the recall is launched, the vehicle **MUST NOT** be driven until the inspection process is performed.

15. I just heard in the news that my vehicle might be on a stop drive. How do I find out if my vehicle is part of the recall? What do I do next?

- a. A VIN-based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall. If your vehicle is included in the population, it must not be driven until the first inspection is performed. As of today, the recall inspection is not available to be performed. Mobility solutions will be offered at the time of recall launch for the duration the vehicle is under "stop drive".

16. Can/should dealers wholesale/sell affected used car vehicles?

- a. No. MBUSA advises dealers not to sell used vehicles under this recall while a "stop drive" is in place until the vehicle is remedied.

17. For cars currently at the dealers, should dealers inform their customers and ensure dealer staff do not drive the vehicle?**a. For customers**

Yes, dealers should inform their customers that the vehicle is under a stop drive recall. The vehicle can be stored at the dealership, or towed to the customer's residence free of charge. Please contact the CAC at (1 (888) 548-8514) to schedule a tow. If the customer needs alternative transportation, please have them keep their receipts. Reimbursements will be provided up to a maximum of \$80 per day and additional mobility solutions will be available at launch.

b. For dealer staff

Dealer staff must **NOT** drive the vehicle on public roads. Within the confines of the dealership, the vehicle can be driven up to 25 mph. At time of inspection launch, instructions will be provided to claim for any expenses related to towing and/or storage.



