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| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services |
| RE: Recall Campaign Launch Notification Replace Fuel Pump Delivery Module – Wave 3 MY21-23 C-Class, E-Class, CLS, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 257, 223, 232, 290, 253, 167 and 463 platforms) | DATE: November 17, 2023 |

IMPORTANT RECALL CAMPAIGN UPDATE

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

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



| Recall Campaign Launch Notification | | | November 17, 2023 |
|---|--|------------------|---|
| Campaign No. : | NHTSA ID : | Campaign Desc. : | Replace Fuel Pump Delivery Module – Wave 3 |
| 2023070012 | 23V445 | 23P4790205 | |
| <p>This is to notify you of the Recall Campaign Launch to replace the fuel pump delivery module on 113,429 Model Year (“MY”) 2021-2023 C-Class, E-Class, CLS, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 257, 223, 232, 290, 253, 167 and 463 platforms) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Vehicles for Wave 1 were flagged in VMI as “OPEN” on September 15, 2023. An additional 29,640 vehicles for Wave 2 were flagged as “OPEN” on October 27, 2023. An additional 30,775 vehicles for Wave 3 will be flagged as “OPEN” on November 17, 2023.</p> | | | |
| Background | | | |
| Issue | Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2023 C-Class, E-Class, CLS, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 257, 223, 232, 290, 253, 167 and 463 platforms) vehicles, the fuel pump impeller might not meet current specifications in regard to material characteristics. As a consequence, the impeller might deform and then contact the fuel pump housing and result in mechanical resistance on the impeller. In some instances, this could cause the fuel pump to stop operating. As a result, the vehicle could lose propulsion, which could increase the risk of crash or injury. Before the fuel pump is switched off, the driver may be made aware of a malfunction by a warning message in the instrument cluster and might notice a roughly running engine. | | |
| What We’re Doing | MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the fuel pump delivery module on the affected vehicles. | | |
| Parts | The remedy is available and can be performed. | | |
| Vehicles Affected | | | |
| Vehicle Model Year(s) | 2021-2023 | | |
| Vehicle Model | C-Class, CLS, E-Class, G-Class, GLC, GLE, GLS, GT, S-Class, and SL | | |
| Vehicle Populations | | | |
| Total Recall Population | 53,014 (Wave 1) + 29,640 (Wave 2) + 30,775 (Wave 3) | | |
| Total Vehicles in Dealer Inventory | 679 | | |
| <p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p> | | | |
| Next Steps/Notes | | | |
| Customer Notification Timeline | Customer letters for Wave 1 were mailed on September 29, 2023. Customer letters for Wave 2 were mailed on November 10, 2023. Customer letters for Wave 3 will be mailed on approximately December 1, 2023. | | |
| 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. | | |
| Customer Reimbursement | Customer reimbursement is not being offered for this campaign. | | |
| 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 1-800-FOR-MERCEDES. | | | |



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023070012, September 2023

Revision A 10/27/2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model Various Models**
Model Year 2021-2023

Replace Fuel Pump Delivery Module

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2023 C-Class, E-Class, CLS, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 257, 223, 232, 290, 253, 167 and 463 platforms) vehicles, the fuel pump impeller might not meet current specifications in regards to material characteristics. As a consequence, the impeller might deform and then contact the fuel pump housing and result in mechanical resistance on the impeller. In some instances, this could cause the fuel pump to stop operating. As a result, the vehicle could lose propulsion, which could increase the risk of crash or injury. Before the fuel pump is switched off, the driver may be made aware of a malfunction by a warning message in the instrument cluster and might notice a roughly running engine. An authorized Mercedes-Benz dealer will replace the fuel pump delivery module on the affected vehicles.

Prior to performing this Campaign:

- VMI must be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 113,429 vehicles are affected.

Order No. P-RC-2023070012

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Replace Fuel Pump Delivery Module

Work Procedure

- i** The fuel tank may only be filled up to a **maximum of 20%**.
- i** This corresponds to two lines (A) on the fuel display (**Figure 1**).



Figure 1 (shown on model 205)

1. Replace fuel pump.

i For basic data, see AR47.20-P-5710*.

* Select the WIS document according to the vehicle model.

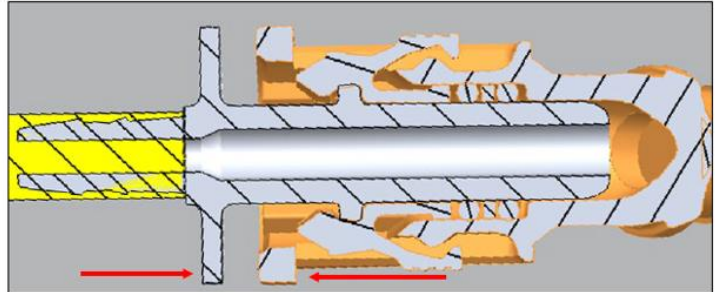
i **No** quick test has to be performed.

i **Only model 206, 232:** Note on disassembly of suction jet pump drive line quick connector.

The procedure step 1-3 should only be performed when the quick disconnect is not working (**Figure 2**).

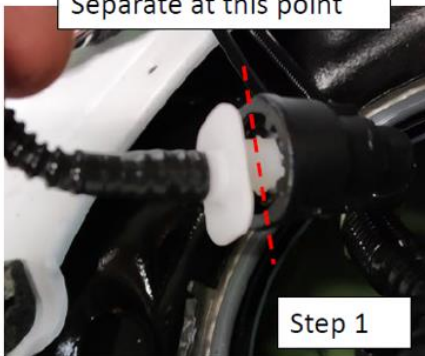
MRA2 Quick Connector suction jet pump drive line

Squeeze the QC connection by at least 1mm, then unlock the latching lugs. If this is not possible. Step 1 -3



Min. - 1 mm

Separate at this point



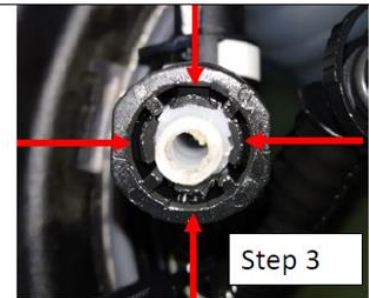
Step 1

It should look like this:



Step 2

Locking lugs are now accessible and carefully unlock



Step 3

Figure 2

i **Only for model 167**

Contrary to the WIS document (AR88.60-P-2001ME - Remove/install tank filler recess), the tank filler recess must **not** be removed. Disconnecting the hose lines at the activated charcoal canister and the sealing bellows on the inside at the tank filler recess is sufficient.

Installation:

i Delivery modules that are delivered **without float-and-lever sensor** must be modified. (Figure 3-5)

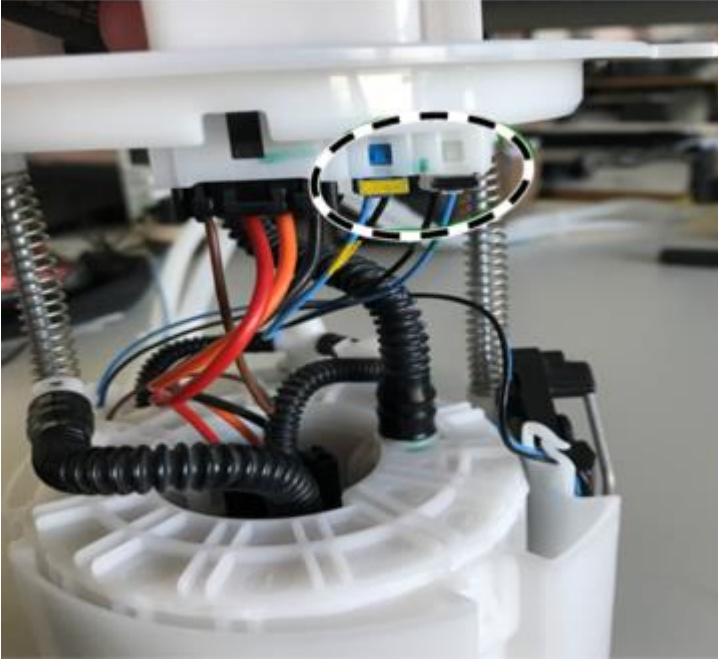


Figure 3 (release corresponding connector and disconnect the contacts)



Figure 4 (remove lines from routing clip)



Figure 5 (using a screwdriver, carefully push float-and-lever sensor housing away from module housing and at the same time push float-and-lever sensor housing upwards.)

2. Assemble in reverse order.

Primary Parts Information

i If one of the following part numbers (**column 1**) was determined via the vehicle identification number in the parts process, the delivery module with the item number (**column 2**) should be ordered and installed!

i If, due to the availability of parts, the determined delivery module from column 2 is not available, the part number from column 1 can be ordered.

The difference between the delivery module column 1 (delivery module **with** float-and-lever sensor) and column 2 (delivery module **without** float-and-lever sensor) is the delivery condition if supplied with or without float-and-lever sensor. If a delivery module from column 2 is delivered, proceed as per the operation item "12-1759".

i If the required parts number determined in the XENTRY parts process is **not** listed in **column 1**, this must be ordered in accordance with the XENTRY parts process.

| Column 1 | Column 2 |
|---|---|
| Part number determined via the vehicle identification number in the parts process i * If the part number has 12 digits, the last two digits can be ignored and the part from column 2 must be ordered! | Order delivery module without float-and-lever sensor and install |
| A 167 470 03 94 /* | A 167 470 07 06 |
| A 167 470 45 00 /* | A 167 470 06 06 |
| A 167 470 69 00 /* | A 167 470 05 06 |
| A 205 470 27 02 /* | A 205 470 52 03 |
| A 205 470 49 00 /* | A 205 470 51 03 |
| A 205 470 85 01 /* | A 205 470 50 03 |

i The fuel pump locking ring is not required to be replaced and will not be covered under warranty.

| Qty. | Part Name | Part Number |
|-------------|--|--------------------|
| 1 | Delivery unit in right fuel tank | * |
| 1 | O-RING between delivery unit and fuel tank | * |
| 6 | Cap bolt, propeller shaft to transfer case (model 167) | * |
| As required | Cap bolt, propeller shaft to rear axle (model 167) | * |
| As required | Cap bolt, flex disk to rear propeller shaft (model 167) | * |
| 1 | Bolt and washer assembly, rear axle carrier to rear frame floor assembly (model 167) | * |
| 3 | MOUNTING PLATE PARTS KIT propeller shaft to transmission (model 463) | * |
| 3 | MOUNTING PLATE PARTS KIT propeller shaft to rear axle (model 463) | * |

* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

| Damage Code | Operation Number | Description | Labor Time (hrs.) |
|-------------|------------------|--|-------------------|
| 47 902 05 | 12-1754 | Replace fuel delivery module Model 205, 206, 213, 232, 238, 253, 257, 290 | 0.7 |
| | 12-1754 | Replace fuel delivery module Model 223 | 0.8 |
| | 12-1754 | Replace fuel delivery module Model 167 Includes: Remove fuel tank | 5.6 |
| | 12-1754 | Replace fuel pump (after check) Model 463 Includes: Remove fuel tank | 4.0 |
| | 12-1759 | Modify float-and-lever sensor at fuel delivery module (after check) i Only if fuel pump is delivered without float-and-lever sensor | 0.1 |
| | 02-9736* | Operations: Empty, fill fuel tank | ZM |
| | 02-0725* | Operations: Put fuel tank and fuel in storage; observe accident prevention regulations | ZM |
| | 02-0727 | Operations: Extract fuel vapors (when working on the fuel system) | 0.1 |

* The operation items may only be invoiced if the fill level of the fuel tank is above 20%.

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.