

Vehicle Delays at Bremen

There are a number of vehicles being produced at Bremen (plant code 067) which are experiencing delays due to capacity restrictions. You may notice a production delay flag on vehicles in CESAR order snapshot and extended target delivery dates. Models built at Bremen include C-Class Saloon (10%), C-Class Estate, C-Class Coupe, C-Class Cabriolet, GLC, GLC Coupé, SLC, E-Class Coupé, E-Class Cabriolet and SL.

- Blocked vehicles – require action before leaving the plant. Vehicle Ordering have access to very limited information and are unable to disclose the nature of any blocks or action required as this could invalidate future warranty.
- Delayed vehicles – no action identified but are affected by a backlog on the production line.

The factory are currently unable to provide completion dates for individual vehicles. Delivery dates should be monitored in CESAR order snapshot for changes. Dates will update as vehicles move through production stages.

For individual concerns or complaints, customers can contact the Customer Assistance Centre;

Tel: 00800 9777 7777

Email: cs.uk@cac.mercedes-benz.com

For Retailer enquiries, please contact your District Sales Manager (DSM) or the Vehicle Ordering team via vehicle.ordering@daimler.com.

For vehicles that have been delayed by more than four weeks beyond the confirmed delivery date on CESAR, you may use the Delayed Car Log which can be found at www.mercedes-benzrewards.co.uk to request a gift card for your customer by way of an apology.