

Campaign No. 2012080006, December 2012

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 166**
Model Years 2012 and 2013
Replace Accessory All Weather Floor Mats, If Installed

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the subject all-weather floor mat, which may have been purchased as an accessory from an authorized Mercedes-Benz dealer for use in M-Class (166 platform), may have the potential to temporarily interfere with the gas pedal of this vehicle under certain circumstances. The all-weather floor mats designed for the M-Class vehicle may not fully conform to the contour of the vehicle's floor pan as intended. In cases where the mats do not properly conform, the designed clearance between the mat and gas pedal may be reduced. In extreme cases, the possibility cannot be ruled out that the clearance could be reduced to a level where a temporary interference between the subject floor mats and the gas pedal could occur when the gas pedal is in the fully depressed position. This might lead to delayed gas pedal retraction. If this were to occur, the vehicle may not decelerate as expected when the driver's foot is lifted from the gas pedal, which could increase the risk of a crash.

MBUSA is conducting a voluntary recall campaign for the subject all-weather floor mats. The recall campaign will be conducted to collect the subject floor mats from customers who purchased them, replace the subject mats with mats that cannot interfere with the gas pedal, and provide customers with the option of a full refund if they do not want replacement all-weather mats.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

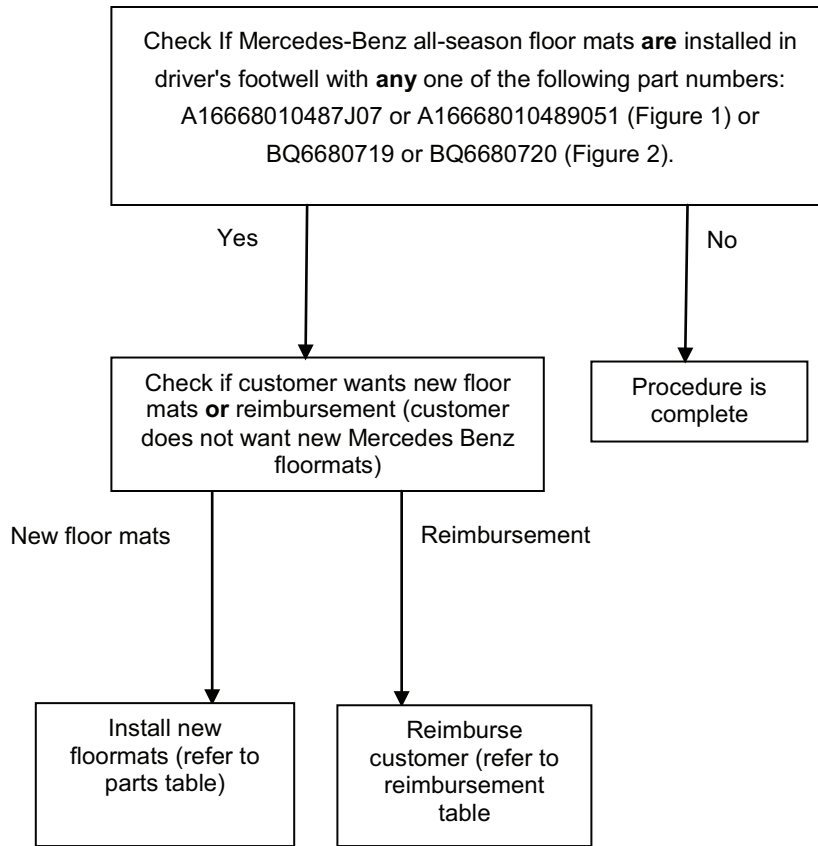
Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 32,755 vehicles are involved (8,879 rubber mats and trays).

Order No. T-RC-2012080006

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Work process flow chart



Procedure

1. Check part number on the reverse side of the floor mat in the driver footwell (Figures 1 and 2):
 - If Mercedes-Benz all-season floor mats **are** installed in driver's footwell with **any** one of the following part numbers: A16668010487J07 or A16668010489051 (set numbers) (Figure 1) or BQ6680719 or BQ6680720 (Figure 2) proceed to step 2.
 - **Note:** Original equipment velour (carpeted) floor mats DO NOT qualify for reimbursement under this campaign.
 - If the floor mats with part numbers listed above are **not** installed: Procedure is complete.
2. Check if the customer wants to have the floor mat replaced or if the customer would **rather** be reimbursed for the floor mat:
 - If the customer chooses to have the floor mat replaced, replace with a new floor mat (refer to parts table). Be sure to replace with the same color.
 - If the customer chooses reimbursement: Reimburse the customer for the floor mat, refer to customer reimbursement table on page 3 for price of the floor mat reimbursement.



Figure 1 (Part number: A16668010487J07 or A16668010489051)



Figure 2 (Part number: BQ6680719 or BQ6680720)

Note:

- Customers must be informed that there should not be more than one floor mat installed in the footwell area and the floor mat must be installed using the provided attachment points. Ensure that the floor mat does not interfere with the accelerator pedal's radius of movement.
- Do not remove or reimburse customers for non-Mercedes-Benz part number floor mats. Reimbursement only for part numbers (old ones) indicated in step 1.
- Warranty claim will only be paid upon receipt of eligible driver side part number floor mat. Dealers will not be reimbursed for ineligible or non-Mercedes-Benz part number floor mats.

Customer Reimbursement Parts Information

Qty.	Part Name	Local Purchase Number	Reimbursement Amount
1	Floor mat (refer to Figure 1)	RUB16000	\$160 (includes sales tax)
1	Floor mat (refer to Figure 2)	TRA12500	\$125 (includes sales tax)

* Please claim 1 of the above local purchase numbers to reimburse customer depending on which part is removed. Includes cost to reimburse customer for the original part and sales tax. This part will be requested by the QEC to ensure accuracy. The Dollar amount indicated is the amount to be reimbursed to the customer.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Floor mat, black	A1666803501 9051	25%
	Floor mat, brown	A1666803501 7J07	

Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information**Repair 1**

Operation: Check floor mat in driver footwell (02-7967)

Damage Code	Operation Number	Model Indicator(s)
58 980 35 8	02-7967	1A, 2A, 3A, 4A, 5A

Repair 2

Operation: Check floor mat in driver footwell (02-7967)
Replace or remove floor mat in driver footwell (02-7968)

Damage Code	Operation Number	Model Indicator(s)
58 980 35 7	02-7967	1A, 2A, 3A, 4A, 5A
	02-7968	

Note

Operation code times are subject to change. Please refer to StarTime for current labor times



Mercedes-Benz

URGENT SAFETY RECALL 2012080006
All-Weather floor mats for MY 2012-2013 M-Class
NHTSA Recall #12E-028

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

December, 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.

Mercedes-Benz USA, LLC (MBUSA) and Daimler AG (DAG) (collectively "Mercedes-Benz"), have decided that a defect which relates to motor vehicle safety exists in certain accessory all-weather floor mats/trays designed for Model Year 2012 – 2013 M-Class vehicles (the "subject all-weather mat"). As a result, MBUSA is conducting this safety recall. Our records indicate that your vehicle is a model for which the subject floor mats were designed, and therefore it is possible that you purchased the subject all-weather mat as an accessory from a Mercedes-Benz dealer.

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

Mercedes-Benz has determined that the subject all-weather floor mat, which you may have purchased as an accessory from your authorized Mercedes-Benz dealer for use in your M-Class (166 platform), may have the potential to temporarily interfere with the gas pedal of this vehicle under certain circumstances. The all-weather floor mats designed for the M-Class vehicle may not fully conform to the contour of the vehicle's floor pan as intended. In cases where the mats do not properly conform, the designed clearance between the mat and gas pedal may be reduced. In extreme cases, the possibility cannot be ruled out that the clearance could be reduced to a level where a temporary interference between the subject floor mats and the gas pedal could occur when the gas pedal is in the fully depressed position. This might lead to delayed gas pedal retraction. If this were to occur, the vehicle may not decelerate as expected when the driver's foot is lifted from the gas pedal, which could increase the risk of a crash. The Mercedes-Benz electronic Brake-Override-Function is standard equipment in all current Mercedes-Benz models, including your vehicle. Therefore, drivers can bring the vehicle to a stop by continuously pressing the brake pedal, even if the gas pedal is fully depressed due to interference with the all-weather floor mat.

MBUSA is conducting a voluntary recall campaign for the subject all-weather floor mats. The recall campaign will be conducted to collect the subject floormats from customers who purchased them, replace the subject mats with mats that cannot interfere with the gas pedal, and provide customers with the option of a full refund if they do not want replacement all-weather mats. If you are uncertain whether your floor mat is subject to this recall, please bring your vehicle to your dealer who will be happy to assist you.

If you have purchased all-weather mats, please remove the all-weather floor mat from the driver's position immediately and place it in the cargo area of the vehicle and properly secure the carpet floor mat that came with the vehicle. Please schedule an appointment at an authorized Mercedes-Benz dealer where your driver's all-weather floor mat will be removed and replaced with a mat that cannot interfere with the gas pedal. At your option, you may also request a full refund for the cost of the all-weather floor mats by visiting your dealer and turning in the subject all-weather mats. If you have not purchased a set of all-weather floor mats from your Mercedes dealer you need not do anything.

This service will be provided free of charge. The working time required is approximately 10 minutes. 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 #2012080006.

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERCEdes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com



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If you are no longer the vehicle owner, or have a change of address, please complete 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.

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,



IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED**
- STOLEN**
- OTHER** _____
- SOLD** **I HAVE SOLD THE VEHICLE TO:** _____
- MY NEW ADDRESS IS:**

NAME _____

STREET _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

****** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ******
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE