

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER  
 PARTS: GROUP I OF INFORMATION \_ PARTS & ACCESSORIES BINDER

Campaign No. 2006080004, November 2006

### Revision History

Revision	Date	Purpose
A	11/03/06	Update to work instructions and warranty information (new repair scenario)
-	09/27/06	Initial issue

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **MODEL 215, MODEL YEAR 2000-2002, 2004-2005**  
**MODEL 220, MODEL YEAR 2000-2002, 2004-2005**  
**INSPECT INSTRUMENT CLUSTER AND REPLACE IF NECESSARY**

This Recall Campaign has been initiated because DCAG has determined that due to some variations in the production quality of electrical components from its supplier, the background illumination of the instrument cluster may fail in affected vehicles (see VIN range on the following page). Under certain conditions if the vehicle is driven after the background illumination fails, the instrument cluster fuse may blow causing a total failure of the instrument cluster. A total failure of the instrument cluster may contribute to driver confusion and may lead to a vehicle crash. The dealer will check the instrument cluster part number and replace the instrument cluster if necessary.

Please review the Effective Serial Number chart located on the following page.

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 insure the vehicle is involved and to determine if the vehicle has been previously repaired.
- Please review the entire Recall Campaign bulletin.

Approximately 30,379 vehicles are affected.

Order No. P-RC-2006080004

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.

**Effective Serial Number Range**

<b>Models</b>	<b>Chassis End Number</b>	
	<b>From</b>	<b>To</b>
215.373	A010123	A029012
215.374	A043422	A045438
215.375	A007963	A045436
215.376	A043426	A045418
215.378	A007971	A027788
215.379	A043461	A045427
220.070	A153298	A300137
220.170	A137766	A452109
220.173	A159266	A301296
220.174	A432175	A452076
220.175	A137746	A452124
220.176	A432934	A452122
220.178	A137763	A301366
220.183	A431158	A452129
220.184	A431168	A452126

**Note:**

**Every vehicle in the VIN range may not be included in the campaign. VMI must always be checked** before performing campaigns to verify that the campaign is required on a specific vehicle. VMI **always** overrides the bulletin in reference to a specific vehicle's inclusion in a particular campaign. Please also note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

## Procedure

### A. CHECK PART NUMBER OF INSTRUMENT CLUSTER

#### Note:

Ensure to record mileage of the current instrument cluster by hand prior to removing the cluster in case the Star Diagnosis transfer of information between clusters fails.

1. Move steering wheel out towards driver and down.
2. Remove instrument cluster (A, Figure 1) with connector (2) still attached.
  - Use removal keys (1, Figure 1; Special Tool W 963 589 01 05 00).

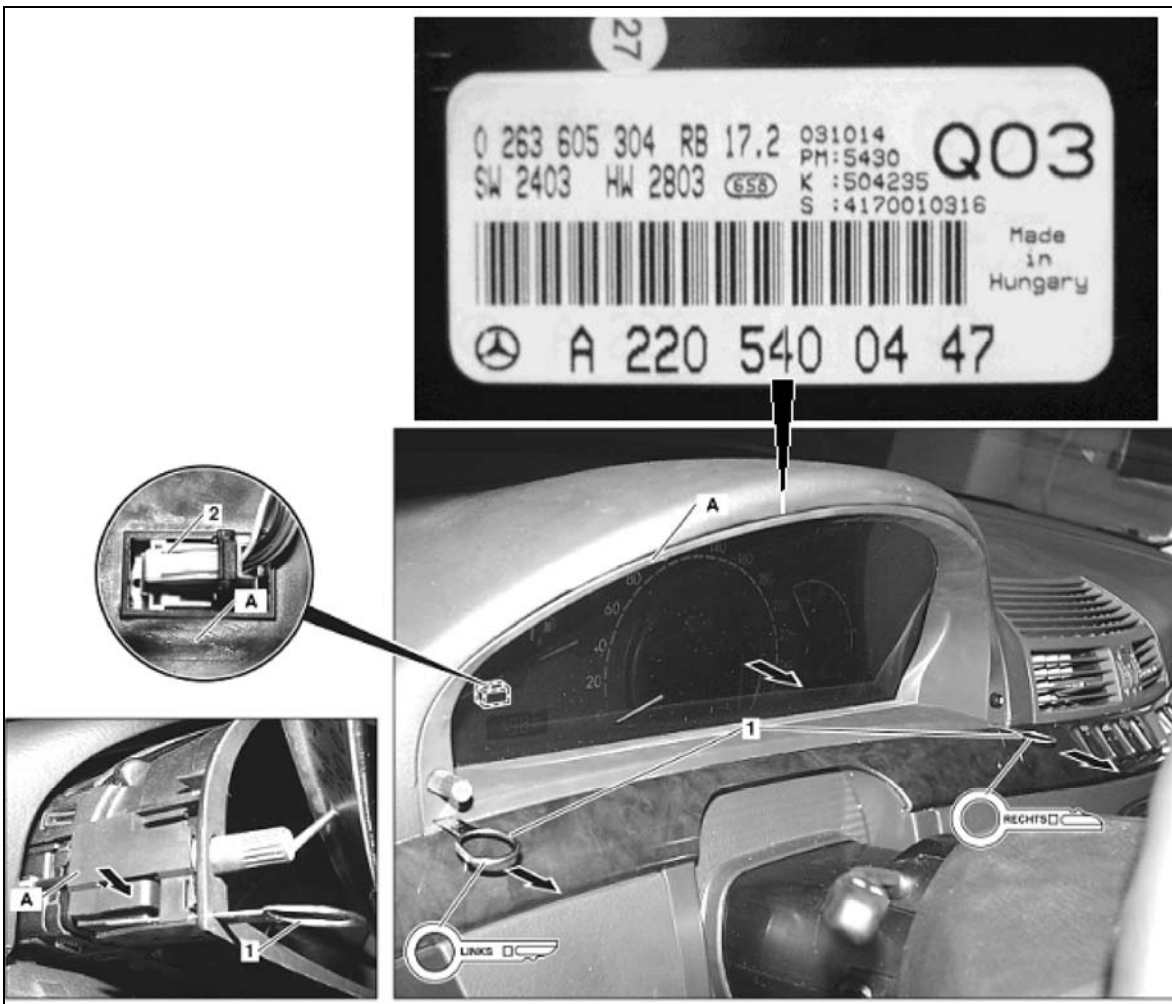


Figure 1

3. Check instrument cluster part number.
  - If part number does not match an affected part number below: Reassemble in reverse order; this campaign has been completed.
  - If part number matches an affected part number below: Proceed to Subject **B** to replace cluster.

**Affected Instrument cluster part numbers:**

A220 540 32 11	A220 540 81 11	A220 540 36 47	A220 540 58 47
A220 540 35 11	A220 540 85 11	A220 540 38 47	A220 540 60 47
A220 540 67 11	A220 540 91 11	A220 540 50 47	A220 540 62 47
A220 540 65 47			

**Note:**

**Only the above part numbers are eligible for replacement.**

**B. REPLACE INSTRUMENT CLUSTER**

**Note:**

**Prior to starting procedure ensure to:**

- **Use DAS version 04/06 or later**
- **Connect battery charger**
- **Follow the order of steps exactly as outlined below**

1. Connect Star Diagnosis.
2. Read data out of old instrument cluster.
  - Navigate through following DAS menus: "Control units/ Information and communication/ ICM – Instrument cluster/ Initial startup/ Initial startup with automatic takeover of previous control unit"
  - Proceed to next step once prompted by DAS to replace control unit
3. Loosen catch of connector (2, Figure 1) and remove connector.

**Note:**

**It is not necessary to disconnect the battery ground during this procedure.**

4. Replace instrument cluster.
  - Remove old instrument cluster from vehicle.
  - Remove covering (A, Figure 2) from old instrument cluster and install on new cluster.
  - Install new cluster into vehicle.

**CAUTION!**

- **Exercise caution when handling the instrument cluster to avoid leaving fingerprints and/or scratches on the face of the cluster. If necessary, use low pressure dry, filtered compressed air to remove dust from the face of the cluster. If the face of the cluster requires cleaning, use a gentle dishwashing detergent or mild detergent for delicate fabrics as a washing solution; wipe with a cloth moistened in lukewarm solution. Do NOT use chemical spray or a dry cloth to remove fingerprints or smudges.**
  - **Gently handle the instrument cluster covering to ensure no clips are broken during the replacement procedure.**
5. Complete data transfer process between old and new cluster through DAS.
    - For MY2000-2002 vehicles:
      - a) Manually set version coding generated by DAS.
 

**Note:**  
**For version coding assistance, refer to the “215/220 Version Coding Guide” located at StarTekInfo> EDAC> Non-EDAC Guides.**
      - b) When prompted by DAS, enter total distance reading in kilometers.
  6. Check basic functionality of new instrument cluster.
  7. Disconnect SDS.

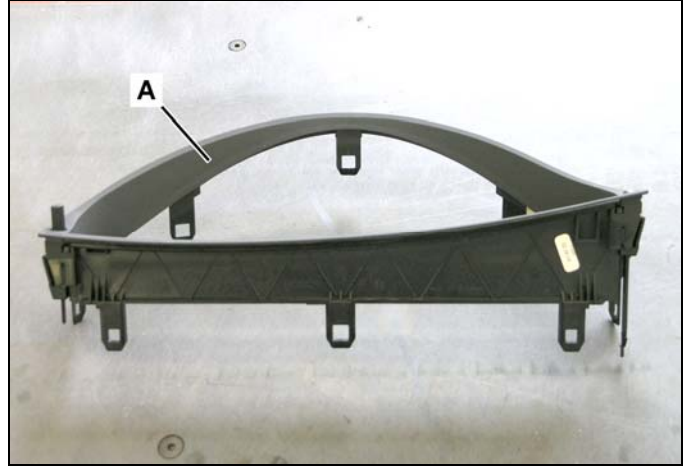
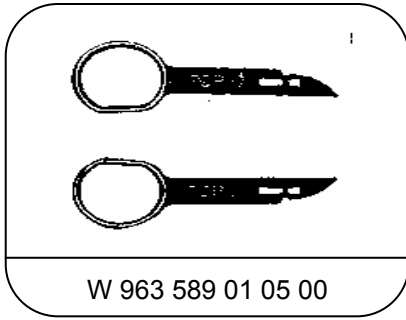


Figure 2

**Special Tool Information**

Removal Key; Radio/MCS

**Note:**

The noted Special Tool is an MBUSA Required Special Tool. It has been previously released to dealers and should already be in every dealer's inventory.

Additional quantities can be ordered at your discretion.

**Parts Information**

Qty.	Part Name	Model	Part Number	Estimated Replacement Rate
1	Instrument Cluster	215.373, 220.173	A 220 540 31 47	70%
		220.070	A 220 540 77 47 05	
		215.375, 215.378, 220.170, 220.175, 220.178, 220.183, 220.184	A 220 540 79 47 05	
		215.376, 220.176	A 220 540 80 47 05	
		215.374, 220.174	A 220 540 84 47 05	
		215.379	A 220 540 86 47 05	

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are 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 (Check only)****Operation:** Instrument Cluster (IC), Check (02-5217)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
54 940 35 8	02-5217	0.2	M1, M2, M3, M4, M5, M6, M7, M8, M9, N1, N2, N3, N4, N5, N6

**Repair 2 (Check and Replace)**

**Operation:** Instrument Cluster (IC), Check (02-5217)  
 Star Diagnosis System (SDS), Connect & Disconnect (02-4762)  
 Instrument Cluster (IC) Replace (After Check) (02-5218)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
54 940 35 7	02-5217	0.2	M1, M2, M3, M4, M5, M6, M7, M8, M9, N1, N2, N3, N4, N5, N6
	02-4762	0.2	M1, M2, M3, M4, M5, M6, M7, M8, M9, N1, N2, N3, N4, N5, N6
	02-5218	0.2	M1, M2, M3, M4, M5, M6, M7, M8, M9, N1, N2, N3, N4, N5, N6

**Repair 3 (Check and Replace with Additional Coding – MY2000-2002 ONLY!)**

**Operation:** Instrument Cluster (IC), Check (02-5217)  
 Star Diagnosis System (SDS), Connect & Disconnect (02-4762)  
 Instrument Cluster (IC) Replace (After Check) (02-5218)  
 Additional Coding to Instrument Cluster (if nec.), Replace (MY2000 -2002 veh. only) (02-5533)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
54 940 35 7	02-5217	0.2	M1, M2, M4, M5, N1, N2, N3
	02-4762	0.2	M1, M2, M4, M5, N1, N2, N3
	02-5218	0.2	M1, M2, M4, M5, N1, N2, N3
	02-5533	0.2	M1, M2, M4, M5, N1, N2, N3

**NOTE REGARDING CUSTOMER REIMBURSEMENT**

Reimbursement to customers for repairs performed prior to this recall:

If the customer already paid to have this recall campaign condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

Reimbursement is limited to the amount the repair of the Instrument Cluster and related parts associated to the replacement would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 54 940 35 8 as a sublet, utilizing the sublet code of "SUB." Sublet repairs require dealer text as stated in the Warranty Policies and Procedures Manual. Repair date should be the date that the customer paid for the repair.

**Note:**

Please note the claim submitted for customer reimbursement will not close the campaign (if still open). If the customer is still in possession of the vehicle with an open campaign, please arrange to close the campaign in the usual manner as described in this bulletin.





**Mercedes-Benz USA, LLC**

Klaus Ulkann  
Vice President, Customer Services

**Safety Recall #2006080004**

September, 2006

Dear Mercedes-Benz Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

DaimlerChrysler AG (DCAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2000 – 2002 and 2004 - 2005 S and CL-Class vehicles with regard to instrument cluster illumination. 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.

DCAG has determined that due to some variations in the production quality of electrical components from its supplier, the background illumination of the instrument cluster may fail. Under certain conditions if the vehicle is driven after the background illumination fails, the instrument cluster fuse may blow causing a total failure of the instrument cluster. A total failure of the instrument cluster may contribute to driver confusion and may lead to a vehicle crash.

Your authorized Mercedes-Benz dealer will check, and if necessary, replace the instrument cluster. This service will be provided free of charge. The working time required is approximately 1 hour. As a matter of normal service process, your 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 your authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2006080004.

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. 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 your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If your 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, 400 Seventh Street, S.W., 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,

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](http://www.MBUSA.com)



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**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

**Reimbursement to Customers for Repairs Performed Prior to Recall**

If you have already paid to have this recall condition corrected you 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. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.