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smart

newschannel update

to:smart Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2015040002-Replace Steering Gear Bolts. Model 451 (smart) Model Year 2014 - 2015	DATE: May 1, 2015

IMPORTANT RECALL LAUNCH INFORMATION

This Recall Campaign is being launched today and the approximately 5,058 affected vehicles are flagged in VMI. The recall will be conducted to replace the bolts that fasten the steering gear to the front cross member.

Parts: A parts allocation of bolts will be sent to each dealer and should arrive by the day of this recall launch. Dealers may order additional parts as required. The repair time is 0.5 for non-electric steering and- 1.5 hours for electric steering.

Owner Notification: - Owner notifications will be sent starting in early May, 2015. All affected vehicles are flagged in VMI. Dealers may repair customer vehicles that show up at the dealership prior to receiving a customer letter with available parts.

What Should Customers Do: Customers may continue to drive their vehicles until this recall has been performed.

What's the Issue:

Daimler AG (DAG) has determined that on approximately 5,058 Model Year 2014-2015 smart vehicles the bolts that fasten the steering gear to the front cross member might have been manufactured outside specifications. Due to a production deviation at a supplier, a certain batch of bolts might not meet the endurance requirements. These bolts might break during the lifetime of the vehicle if exposed to high loads in combination with vibrations.

Should one of the two bolts on the cross member break, drivers would be alerted by perceptible noises while driving, a potentially tilted steering wheel position and potentially the activation of the ESP warning lamp. In the event of a broken bolt, vehicle handling would be impacted, increasing the risk of a crash.

To correct this condition an authorized smart dealer will replace the bolts that fasten the steering gear to the front cross member.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any of the 546 new Model Year 2014-2015 smart vehicles covered by this notification in dealer inventory until the vehicles have been repaired. See attached VIN file.

A copy of the campaign bulletin is attached, and may also be found on smartTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any temporary inconvenience this may cause, smartusa is determined to maintain a high level of vehicle quality and customer satisfaction and we are confident that this measure aligns with that goal.

Please refer all customer inquiries to the smart Customer Assistance Center at 1-800-smartUSA (1-800-762-7887).