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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 with Stop-Sale Order—UPDATE Steering Gear Bolts. Model 451 (smart) Model Year 2014 - 2015	DATE: April 23, 2015

IMPORTANT RECALL UPDATE INFORMATION AND STOP SALE ORDER

- Due to delays with obtaining parts required for the recall repair, the estimated date of this recall launch is moved to May 1, 2015. We continue to work with DAG for an earlier launch date and will send an additional update when information becomes available.

While we regret any temporary inconvenience this may cause, MBUSA 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).