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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 – Steering Gear Bolts. Model 451 (smart) Model Year 2014 - 2015	DATE: April 2, 2015

IMPORTANT RECALL INFORMATION AND STOP SALE ORDER

Effective immediately, a stop sale is required for any new Model Year 2014-2015 smart vehicles identified in both VMI as a "Pending" Recall as well as in the attached VIN file.

The affected new vehicles that are in dealer inventory must be held, and not retailed, until further instructions are provided. Loaner and demonstrator vehicles may continue to be driven but must not be retailed!

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 potential accident.

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 files.

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

What We're Doing:

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the two bolts that fasten the steering gear to the front cross member. MBUSA notified the NHTSA on March 30, 2015 of this new recall, which may generate questions from your customers.

Next Steps:

- **This recall is scheduled to launch in late April 2015.**

Dealers may identify vehicles subject to a campaign through VMI and 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, 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).