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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2016050007 with Stop-Sale Order – Tie rod Locknut, Model 172 (SLK-Class) MY 2016	DATE: May 31, 2016

IMPORTANT RECALL INFORMATION AND STOP SALE ORDER

Effective immediately, a stop sale is required for 164 MY 2016 SLK-Class (172) vehicles.

Any of the 164 affected new MY16 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!

Given this notice, it is a violation of Federal law for a dealer to sell or lease any of these 164 new Model Year 2016 SLK-Class vehicles covered by this notification in dealer inventory until the vehicle has been repaired.

Your facing AOM will forward a VIN list of affected vehicles that are at your dealership. Affected Vehicles will be identified in VMI as a “Pending” Recall on Tuesday May 31, 2016.

What’s the Issue:

Daimler AG (‘DAG’), the manufacturer of Mercedes-Benz vehicles has determined that on certain SLK vehicles (172 platform), improperly manufactured locknuts might have been used on the tie rod screw-connection to the rear axle wheel carrier. These potentially affected locknuts may not fulfill the required pre-tension force despite the correct tightening torque. While the locknuts will not separate from the tie rod, loosening of the screw-connection might lead to a change of alignment and independent steering of the rear axle. This could increase the risk of a crash.

What We’re Doing:

MBUSA has initiated a voluntary recall of the 327 potentially affected vehicles described above. The recall will be conducted by an authorized Mercedes-Benz dealer to replace the locknuts on the affected vehicles. MBUSA notified the NHTSA on May 16, 2016, of this new recall, which may generate questions from your customers.

Please note that MB Select funds may be used for this recall to enhance the customer experience with these new vehicles.

Next Steps:

- **Parts are not yet available.**
- **This recall is scheduled to launch on June 16, 2016, when parts become available.**
- **Customer notification letters will be mailed approximately one week after the recall launch.**

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEdes (1-800-367-6372).

