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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 2016 110008 MY 2017 Model 207 (E-Class Coupe/Cabriolet) Underbody Panel	DATE: December 8, 2016

IMPORTANT RECALL LAUNCH INFORMATION

Please see the attached document for the subject new recall campaign.





RECALL CAMPAIGN LAUNCH NOTIFICATION

December 8, 2016

Campaign No. :	Underbody Panel
2016 110008	
This is to notify you of the launch of a Recall Campaign to check the underbody panel and repair as necessary on 799 MY17 E-Class Coupe (207) vehicles. Please review the recall information below. The recall will be launched on December 8, 2016 and all affected VINs will be flagged in VMI.	
Background	
Issue	This Recall Campaign has been initiated because Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain E-Class Coupe/Cabriolet vehicles (model 207 platform) may have been equipped with an underbody panel that contains a recess that may not provide sufficient clearance between the left catalyst and the panel. Under certain operating conditions (e.g. full load), the temperatures at the catalyst could melt the panel and possibly result in ignition.
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check and replace the underbody paneling on the affected vehicles if necessary
Parts	Necessary parts are available and may be ordered as required
Vehicles Affected	
Vehicle Model Year	2017
Vehicle Model	E-Class Coupe
Vehicle Populations	
Total Recall Population	799
Total Vehicles in Dealer Inventory	324 (AOMs will forward the VIN list of vehicles in dealer inventory)
Given this notice, it is a violation of Federal law for a dealer to sell or lease any <u>new</u> Model Year 2017 E-Class Coupe/Cabriolet Class covered by this notification in dealer inventory until the vehicle has been repaired.	
Dealers are advised to check <u>new</u> vehicle inventory for recall campaign applicability in VMI, and repair immediately. Once the repair is complete, the vehicle may be sold or leased.	
Dealer Notification (NCU)	
Documentation pertaining to this recall will be received by dealers in NetStar and Star TekInfo on the following date:	December 8, 2016
Next Steps/Notes	
Owner notification letter timeline	Customer notification letters will be mailed on Friday, December 16, 2016.
AOMS/SOMS	AOMs – If your name is copied on this email, you may have a dealer that has a vehicle affected by this recall in inventory.
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. Please contact Allen Ambulo (x2579) or me with any questions.	



Mercedes-Benz

Campaign No. 2016110008, December 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 207, Model Year 2017**
Check Underbody Panel, Replace if Necessary

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that certain E-Class Coupe/Cabriolet vehicles (model 207 platform) may have been equipped with an underbody panel that contains a recess that may not provide sufficient clearance between the left catalyst and the panel. Under certain operating conditions (e.g. full load), the temperatures at the catalyst could melt the panel and possibly result in ignition. An authorized Mercedes-Benz dealer will check the underbody panel, and replace if necessary

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.


Approximately 814 vehicles are involved.

Order No. P-RC-2016110008

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.

Procedure

1.  Check if the underbody panel (A, Figure 1) makes contact with the catalytic converter.

 **Note:**

The opening for the catalytic converter may not have been cut out completely.

- If the underbody panel does **NOT** make contact with catalytic converter (**OK**): Procedure is complete.
- If the underbody panel **does** make contact with catalytic converter (**NOT OK**): Proceed to step 2.

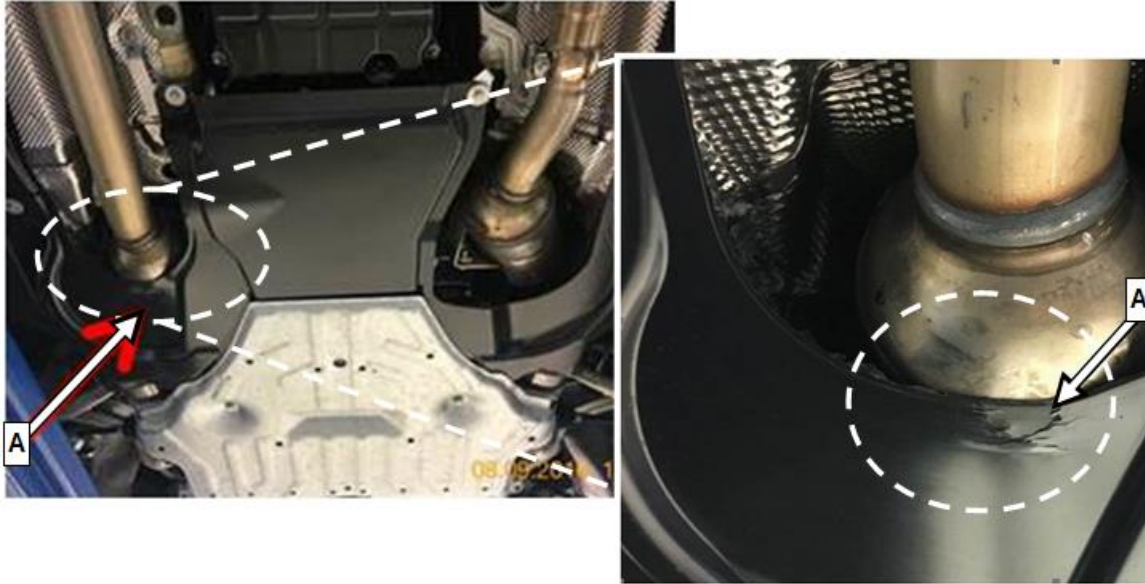



Figure 1 (**NOT OK**)

 **Note:**

Record findings on repair order.

2.  Replace underbody panel, refer to WIS: AR61.20-P-1105EW.

i **Note** (regarding WIS documents referenced in this Procedure):

Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Underbody panel	A 204 524 32 30	15%

i **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

Operation: Check underbody panel (02-9719).

Damage Code	Operation Number	Labor Time (hrs.)
94 910 38 8	02-9719	0.1

Repair 2

Operation: Check underbody panel (02-9719).
Replace underbody panel (02-9720).

Damage Code	Operation Number	Labor Time (hrs.)
94 910 38 7	02-9719	0.1
	02-9720	0.2

i **Note**

Operation Number labor times are subject to change.