



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 6, 2017

Mr. Michael Scott  
Daimler Vans USA, LLC  
303 Perimeter Center North  
Atlanta, GA 30346

NEF-150KS  
17V-651

**Subject:** Front Axle Wheel Bearing Not Seated Correctly

Dear Mr. Scott:

This letter serves to acknowledge Daimler Vans USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
MERCEDES BENZ/METRIS/2017

**Mfr's Report Date:** October 16, 2017

**NHTSA Campaign Number:** 17V-651

**Components:**  
SUSPENSION:FRONT:WHEEL BEARING

**Potential Number of Units Affected:** 109

**Problem Description:**  
Daimler Vans USA, LLC (DVUSA) is recalling certain 2017 Mercedes-Benz Metris Vans. The front axle wheel bearings may not have been correctly seated possibly resulting in a front wheel detaching.

**Consequence:**  
The loss of a front wheel would increase the risk of a crash.

**Remedy:**  
DVUSA will notify owners, and dealers will inspect the front axle wheel bearing retaining rings, correcting their position as necessary, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact DVUSA customer service at 1-877-762-8267.

**Notes:**  
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Timian", with a stylized flourish at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement