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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 With Retail Hold MY 2017 Model 213 (E-Class) Replace Steering Column Module	DATE: February 15, 2016

IMPORTANT NEW RECALL WITH RETAIL HOLD INFORMATION

Please see the attached document for the subject new recall campaign with retail hold.





RECALL CAMPAIGN NOTIFICATION WITH RETAIL HOLD ORDER

February 15, 2017

Campaign No. :	Replace Steering Column Module
(TBD)	
This is to notify you of a new recall campaign with Retail Hold order for certain MY 17 E-Class (213) platform vehicles.	
Background	
Issue	This Recall Campaign has been initiated because Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform) the column-mounted shift lever module might become inoperative due to possible damage to the internal circuit board. As a result, the vehicle might not move forward or rearward with the shift lever as selected by the driver. However, both the auto-P function and automatic parking brake will continue to operate as intended and prevent the vehicle from moving forward or rearward. If the vehicle does not move forward or rearward with the shift lever as selected by the driver, there is an increased risk of a crash.
What We're Doing	MBUSA will coordinate and conduct a voluntary recall to replace the steering column module on affected vehicles once parts become available.
Parts	Parts are not yet available, but may become available in mid-March 2017.
Vehicles Affected	
Vehicle Model Year(s)	2017
Vehicle Model	E-Class vehicles
Vehicle Populations	
Total Recall Population	73
Total Vehicles in Dealer Inventory	30
RETAIL HOLD ORDER	
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any new MY17 E-Class vehicles covered by this notification in dealer inventory until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "Pending". Once the repair is complete, the vehicle may be sold or leased. See attached VIN file.</p> <p>Effective immediately, a Retail Hold is required for the 30 MY17 E-Class vehicles identified in the attached VIN list. 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.</p>	
Next Steps/Notes	
Customer Notification Timeline	Customer notification letters will be mailed at the end of March 2017, one week after the recall launch.
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 dealer inventory. Please forward this notice to your dealers ASAP to ensure that the retail hold of these vehicles is enforced until the vehicle is repaired. Next steps will be provided as soon as more information is provided to us.
<p>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.</p>	