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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, Michael Scott, DM Regulatory Mgt & Campaigns
RE: Recall Campaign 2017040008 MY 2017 Model 447 (Metris) Blind Spot Monitor	DATE: May 19, 2017

IMPORTANT NEW RECALL LAUNCH INFORMATION

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





RECALL CAMPAIGN LAUNCH NOTIFICATION

May 19, 2017

Campaign No.:	Campaign Desc.:	<h2>Metris Blind Spot Monitoring</h2>
2017040008	447 BLIND SPOT MNTR	
<p>This is to notify you of the Recall Campaign Launch to install the correct steering wheel and instrument cluster for Blind Spot Monitor function 75 MY17 Metris (447 platform) vehicles. <u>Please review the recall information below.</u> All affected VINs will be flagged in VMI as "OPEN" on May 19, 2017.</p>		
Background		
Issue	<p>Daimler AG (DAG), the manufacturer of Metris vehicles, has determined that certain Mercedes-Benz Metris vans were delivered without an operational passive Blind Spot Monitoring (BSM) function, despite having been ordered by the customer. Due to a documentation error, the affected vehicles were fitted with an instrument cluster and steering wheel which do not support the BSM function. As a consequence the function cannot be activated. The passive BSM function is a driver assistance system which provides a visual and acoustic warning (red triangular light will be activated in the driver or passenger side mirror and a tone will sound), should the driver attempt to change to or overtake a lane in which another vehicle is travelling. A customer's mistaken reliance upon this missing function could increase the risk of a crash.</p>	
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Metris dealer will install the correct instrument cluster and steering wheel in the affected vehicles.</p>	
Parts Availability	<p>Parts are available and may be ordered as necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	Metris	
Vehicle Populations		
Total Recall Population	75	
Total Vehicles in Dealer Inventory	28	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 E-Coupe vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "OPEN". Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, Given this notice, it is a violation of Federal Law for car rental companies to rent any MY17 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Dealer Notification (NCU)		
Documentation pertaining to this recall will be received by dealers on the following date:	May 19, 2017	
Next Steps/Notes		
Customer Notification Letter Timeline	Customer interim notification letters will be mailed May 26, 2017	
AOMS/SOMS	AOMS – Please check the VIN list, you may have a dealer that has a vehicle affected by this recall in inventory. This recall may initiate questions from customers. Please ensure your dealers have read and understand this notice.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<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.</p>		



Mercedes-Benz

Campaign No. 2017040008, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447, Model Year 2017
Retrofit Blind Spot Monitor System**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz Metris vehicles, has determined that certain Mercedes-Benz Metris vans were delivered without an operational passive Blind Spot Monitoring (BSM) function, despite being ordered by the customer. Due to a documentation error, the affected vehicles were fitted with an instrument cluster and steering wheel which do not support the BSM function. The absence of the BSM function could increase the risk of a crash should the customer attempt to operate the vehicle with the expectation that the BSM function is operational.

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 75 vehicles are involved.

Order No. V-RC- 2017040008

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.

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	Steering wheel	A 001 460 28 03	100%
1	Bolt, steering wheel to steering shaft M16	A 126 990 03 12	
1	Adjustment shaft extension	A 447 542 00 89	
1	Instrument cluster control module	A 447 900 69 08	

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

Operation: Replace component parts for Blind Spot Assist (02-9884).
Extra work for: Replace component parts for Blind Spot Assist in vehicle with code E28 (02-9885).

Damage Code	Operation Number	Labor Time (hrs.)
54 904 51 7	02-9884	1.4
	02-9885	0.1

i **Note**

Operation Number labor times are subject to change.