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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: <b>Recall Campaign With Retail Hold 2017050017 MY16 453 (smart) Install Headlamp Cap</b>	DATE: May 26, 2017

## **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**

May 26, 2017

<b>Campaign No. :</b>	<b>Campaign Desc.:</b>	<b>Install Headlamp Cap</b>
<b>2017050017</b>	<b>1703P82A38</b>	
<p>This is to notify you of the Recall Campaign <b>UPDATE</b> for certain MY16 – 17 smart (453 platform) vehicles. Please review the recall information below. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that in certain smart vehicles (453 platform) the headlamps might not meet the requirements of Federal Motor Vehicle Safety Standard number 108 (Lamp, Reflective Devices and Associated equipment - §571.108 S10.18.4).	
<b>What We're Doing</b>	MBUSA will coordinate and conduct a voluntary recall to remedy the non-compliance.	
<b>Parts</b>	The affected vehicles in dealer inventory can be repaired. These vehicles are flagged in VMI as "Open". Contact your AOM for further information on these vehicles. See the Recall bulletin posted in Star Tekinfo under recall campaign 2017050017. Retailed vehicles are flagged in VMI as "Pending".	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016	
<b>Vehicle Model</b>	smart	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	2,220	
<b>Total Vehicles in Dealer Inventory</b>	Affected vehicles in dealer inventory are flagged as "Open".	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 smart vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the parts are available on Friday, May 26, 2017, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY16-17 smart vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Interim customer notification letters are scheduled to be mailed in May 2017.	
<b>AOMS/SOMS</b>	AOMs – If your name is copied on the 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 affected new vehicles are repaired prior to retail.	
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA Strategic Account Manager 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. 2017050017, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 453, Model Years 2016-2017**  
**Install Caps for Headlamp Height Adjustment**

This Recall Campaign has been initiated because Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that in certain smart vehicles (C453 platform) the headlamps might not meet the requirements of Federal Motor Vehicle Safety Standard number 108 (Lamp, Reflective Devices and Associated equipment - §571.108 S10.18.4), which defines that headlamps with low beams must not have a horizontal adjustment mechanism. An incorrect sealing cap might have been installed on the affected vehicles, and would result in non-compliance with the safety requirements referenced. An authorized Mercedes-Benz dealer will install the correct sealing caps on the headlamps of the affected vehicles.

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 182 vehicles are involved.

Order No. SM-RC-2017050017

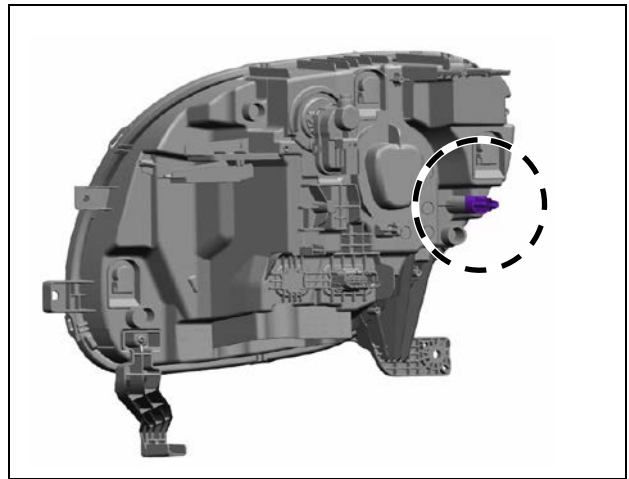
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

**Procedure**

1. Open hood
2. Remove existing cap with suitable pliers (Figure 1 and 2)

**Figure 1****Figure 2**

3. Install retaining caps (Figure 3) for the horizontal setting screws (Figure 4) on left and right.

**Figure 3****Figure 4**

**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**

<b>Qty.</b>	<b>Part Name</b>	<b>Part Number</b>	<b>Estimated Replacement Rate</b>
2	Headlamp Cap	A 453 826 22 00	100%

**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:** Install 2 caps for headlamp height adjustment (02-9880)

<b>Damage Code</b>	<b>Operation Number</b>	<b>Labor Time (hrs.)</b>
82 917 31 7	02-9880	0.1

**Note**

Operation Number labor times are subject to change