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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 2017050014 MY17 213 (E-Class) Rework Roof Spoiler</b>	DATE: May 26, 2017

## **IMPORTANT NEW RECALL INFORMATION with RETAIL HOLD**

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





# RECALL CAMPAIGN LAUNCH NOTIFICATION

May 26, 2017

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Rework Roof Spoiler</b>
<b>2017050014</b>	<b>1703P88A69</b>	
<p>This is to notify you of the <b>Recall Campaign LAUNCH</b> to check the roof spoiler and rework, if necessary, on <b>411</b> Model Year 2017, Model 213 platform vehicles (E-Class). 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. All affected VINs will be flagged as "OPEN" in VMI on May 26, 2017.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform), the roof-mounted spoiler might not be properly attached. If the spoiler is improperly attached, it could partially detach, in which case air could get between the rear window and the spoiler while driving. This could ultimately lead to the spoiler detaching completely, increasing the risk of a crash for following traffic.	
<b>What We're Doing</b>	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the roof spoiler on the affected vehicles and replace it if necessary.	
<b>Parts</b>	Parts are available and can be ordered as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2017	
<b>Vehicle Model</b>	E-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	411	
<b>Total Vehicles in Dealer Inventory</b>	69	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 E-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI 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><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 MY17 E-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer notification letters are scheduled to be mailed in June 2017.	
<b>AOMS/SOMS</b>	AOMs – Recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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. 2017050014, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 213, Model Year 2017**  
**Check Roof Spoiler for Proper Fastening, Replace as Necessary**

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 roof-mounted spoiler might not be properly attached. If the spoiler is improperly attached, it could partially detach, in which case air could get between the rear window and the spoiler while driving. This could ultimately lead to the spoiler detaching completely, increasing the risk of a crash for following traffic.

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 411 vehicles are involved.

Order No. P-RC-2017050014

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.

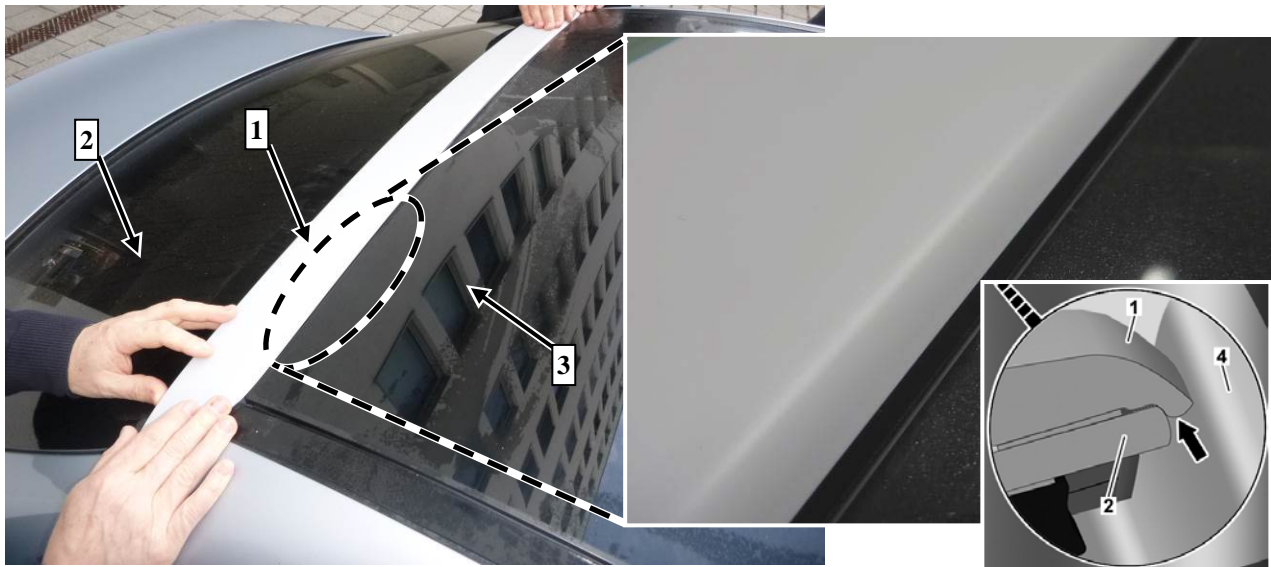
## Procedure

### A. Check/test procedure

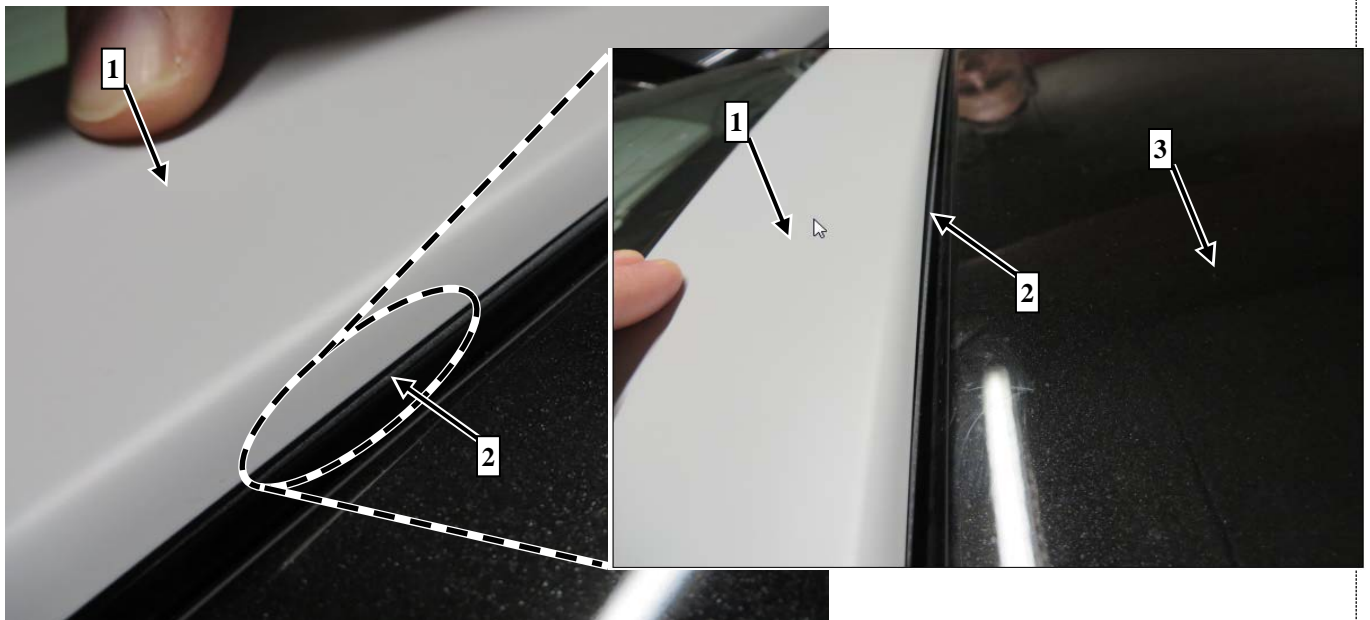
1. Check proper fastening of roof spoiler (1) to the rear window (2) (picture 1).

**i** The edge (enlarged detail, arrow, picture 1) attached to the roof spoiler (1) **must** be in contact with the rear window. The glass edge of the rear window (2) **must not** be visible from above.

Picture 2 shows a **not OK** state. The roof spoiler (1) **must** be in full contact with rear window and bonded completely. To check the roof spoiler, lightly lift it toward the vehicle roof (3) by hand.



Picture 1 **OK**



Picture 2 **Not OK**

- If roof spoiler is **not** fastened correctly (**not OK**): Proceed to Subject B.
- If roof spoiler **is** fastened correctly (**OK**): Procedure is complete.

**i** Record findings on repair order.

**B. Replace roof spoiler**

1. Replace roof spoiler: Refer to WIS: AZ88.30-P-0015LWE.

**i** **Note**:-To disassemble the roof spoiler, use plastic wedge. Completely remove adhesive residues.

**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	Rear spoiler	A 213 793 01 00	10%
1 *	Cleaner	A 005 989 19 71	10%
1**	Primer/3M (TM) Adhesion Promoter 111	A 005 986 02 10 09	10%

\*1 packaging unit is to be used for 20 vehicles.

\*\* 1 packaging is to be used for 10 vehicles.

**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 roof spoiler (02-9933)

Damage Code	Operation Number	Labor Time (hrs.)
88 930 43 8	02-9933	0.1

**Repair 2**

**Operation:** Check roof spoiler (02-9933)  
 Replace roof spoiler (02-9934)  
 Paint roof spoiler (Sublet)

Damage Code	Operation Number	Labor Time (hrs.)
88 930 43 7	02-9933	0.1
	02-9934	0.6
	Submit as SUBLET utilizing sublet code of SUB with required amount	NA

**Note**

Operation Number labor times are subject to change.