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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 2017090002**
Launch Notification
MY17 453 (smart) Steering Knuckle

DATE: September 22, 2017

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

Remedy Parts Available

September 22, 2017

Campaign No. :	Campaign Desc. :	Left Axle Steering Knuckle
2017090002	1707P33B84	
<p>This is to notify you of the Recall Campaign launch for 110 MY17 smart (453 platform) vehicles. Please review the recall information below. The recall campaign is visible on the www.safercar.gov website and may generate questions from customers. Affected vehicles will be flagged as "OPEN" in VMI on Saturday, September 23, 2017.</p>		
Background		
Issue	Daimler AG ("DAG") has determined that on certain smart fortwo vehicles (453 platform), the left front axle steering knuckle might contain casting imperfections which could potentially reduce the strength of the steering knuckle. A reduction in steering knuckle strength could potentially lead to their fracture under increased load conditions, resulting in vehicle control impairment and an increased risk of a crash.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect and replace the left axle steering knuckle if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	smart	
Vehicle Populations		
Total Recall Population	110	
Total Vehicles in Dealer Inventory	20	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 smart vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the parts are available, 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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p style="text-align: center;">Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY17 smart vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters are scheduled to be mailed early October 2017.	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
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. 2017090002, September 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 453 Model Years 2017**
Check left front axle steering knuckle and replace, if necessary

Daimler AG ('DAG') has determined that on certain MY17 smart fortwo vehicles (453 platform) the left front axle steering knuckle might contain casting imperfections which could potentially reduce the strength of the steering knuckle. A reduction in steering knuckle strength could potentially lead to their fracture under increased load conditions, resulting in vehicle control impairment and an increased risk of crash. An authorized Mercedes-Benz dealer will inspect and replace the left axle steering knuckle, if necessary.

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.

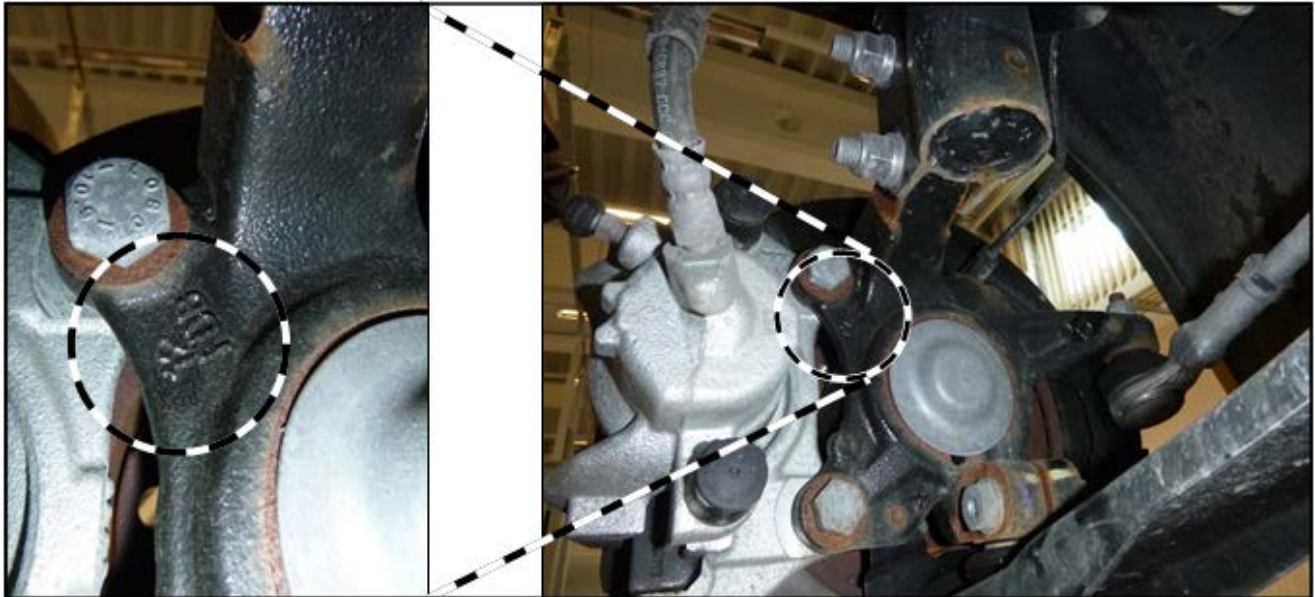
Approximately 110 vehicles are involved.

Order No. SM-RC-2017090002

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.

Check A:

1. Lift vehicle with vehicle lift.
2. Check outer steering knuckle stamping (**figure 1**)

**Figure 1**

- a) If "FDB 14" is stamped on the steering knuckle: Perform check B
- b) If another stamping is present: End measure

Check B:

1. Remove left front brake splash shield (AR42.10-P-0233SR).
i Clean the removed parts if necessary.
2. Check inner steering knuckle stamping (figure 2)



- a) Check whether "17 061" or "17 067" is stamped on the suspension strut support
If yes: **Perform work procedure**
- b) If another stamping is present: **End measure**

Procedure

1. Replace steering knuckle and wheel bearing (AR33.25-P-0400SR / AR33.20-P-0302SR).
 - i** Replace all screws/bolts required for installing the steering knuckle
2. Perform wheel alignment check and wheel alignment.

Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
2	Left hexagon head bolt	A 453 990 03 01	2%
2	Left hexagon nut	A 453 990 05 50	2%
1	Left wheel bearing parts kit	A 453 334 02 00	2%
1	Left transverse control arm washer	A 453 990 01 82	2%
1	Left transverse control arm hexagon nut M10X1.25	A 453 990 00 54	2%
1	Left transverse control arm nut-and-washer assembly	A 453 990 08 50	2%
1	Left transverse control arm fit bolt M10X1.25X52	A 453 990 25 01	2%
1	Left transverse control arm hexagon head bolt	A 453 990 16 01	2%
1	Left steering knuckle	A 453 332 02 00	2%
2	Hexagon head bolt	A 415 990 07 00	2%

Warranty Information

Operation: Check outer stamping on left front steering knuckle (02-2038)

Check inner stamping on left front steering knuckle (after checking outer steering knuckle stamping) (02-2039)

Replace left front steering knuckle (after checking inner steering knuckle stamping)(02-2040)

Includes: wheel alignment check and wheel alignment

Damage Code	Operation Number	Labor Time (hrs.)
33 920 34 7	02-2038	0.1
	02-2039	0.8
	02-2040	1.5