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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 MY16 453 (smart) Parking Brake	DATE: August 3, 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**

August 3, 2017

Campaign No. :	Campaign Desc.:	Parking Brake
TBD	1707P42B76	
<p>This is to notify you of a new Recall Campaign for 5061 MY16 smart (453 platform) vehicles to replace the locknut on the parking brake lever. Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Vehicles will be flagged in VMI as "Pending" on Thursday, August 3, 2017</p>		
Background		
Issue	Daimler AG ('DAG') has determined that on certain smart fortwo vehicles (453 platform) the hand brake lever travel might increase gradually over time due to a possible loosening of the lock nut connection to the parking brake bowden cable.	
What We're Doing	MBUSA will coordinate and conduct a voluntary recall when parts become available.	
Parts	Parts are not yet available. Affected vehicles will be flagged in VMI as "Pending".	
Vehicles Affected		
Vehicle Model Year(s)	2016	
Vehicle Model	smart	
Vehicle Populations		
Total Recall Population	5061	
Total Vehicles in Dealer Inventory	264	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 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>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY16 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 in September 2017.	
AOMS/SOMS	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.	
Rental Fleet Partners	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>		