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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 2017080009 Launch MY16 453 (smart) Parking Brake</b>	DATE: September 15, 2017

## **IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION**

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





# RECALL CAMPAIGN LAUNCH NOTIFICATION

## Remedy Parts are Available

September 15, 2017

<b>Campaign No. :</b>	<b>Campaign Desc.:</b>	<b>smart Parking Brake</b>
<b>2017080009</b>	<b>1707P42B76</b>	
<p>This is to notify you of the Recall Campaign <b>launch</b> for <b>5061</b> MY16 smart (453 platform) vehicles to replace the locknut on the parking brake lever. Please review the recall information below. The recall campaign is visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Vehicles will be flagged in VMI as "OPEN" on Friday, September 15, 2017. The initial NCU recall notification was posted on August 3, 2017.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ('DAG'), the manufacturer of smart vehicles, has determined that on certain smart fortwo vehicles (453 platform) the lock nut that secures the bowden cable to the parking brake lever might loosen over time which may result in increased parking brake lever travel. Should the parking brake lever travel increase, the holding force of the parking brake may decrease to a point where the vehicle is no longer safely secured in all parking situations. Should the safe parking recommendations in the Operator's Manual not be followed (gear engaged or transmission in "P" and parking brake applied), the vehicle may unexpectedly move when parked on a slope, increasing the risk of an accident.	
<b>What We're Doing</b>	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz smart dealer will replace the lock nut on the affected vehicles.	
<b>Parts</b>	Parts are available and can be ordered as necessary.	
<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>	5061	
<b>Total Vehicles in Dealer Inventory</b>	214	
<p><b>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.</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 smart 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 on or about September 20, 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. 2017080009, September 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 453 Model Year 2016**  
**Check adjusting nut of parking brake, replace if necessary**

Daimler AG ('DAG'), the manufacturer of Smart vehicles, has determined that on certain Smart For-two vehicles (453 platform) the lock nut that secures the Bowden cable to the parking brake lever might loosen over time which may result in increased parking brake lever travel. Should the parking brake lever travel increase, the holding force of the parking brake may decrease to a point where the vehicle is no longer safely secured in all parking situations. Should the safe parking recommendations in the Operator's Manual not be followed (gear engaged or transmission in "P" and parking brake applied), the vehicle may unexpectedly move when parked on a slope, increasing the risk of an accident. An authorized Mercedes-Benz smart dealer will replace the lock nut on 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 5061 vehicles are involved.

Order No. SM-RC-2017080009

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/test procedure

1. Check whether the adjusting nut (3) on the hand brake lever is a polystop nut or a micro-encapsulated nut (Figure 1).

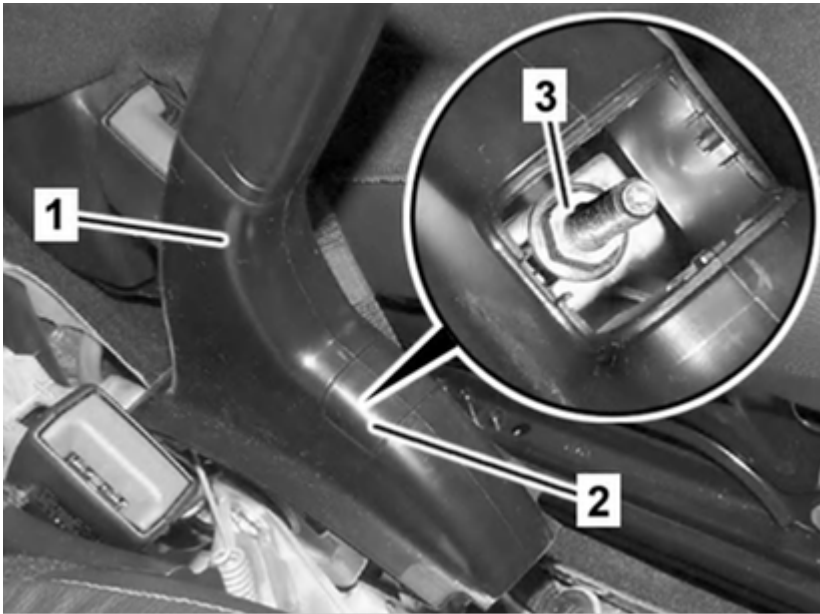


Figure 1

- a) If micro-encapsulated nut is installed: **Perform work procedure.**
- b) If polystop nut is installed: **End measure.**

**i** Document the findings from the check/test procedure on the RO!

## Procedure

1. Replace micro-encapsulated nut on the hand brake lever with polystop nut.

**Primary Parts Information**

<b>Qty.</b>	<b>Part Name</b>	<b>Part Number</b>	<b>Estimated Replacement Rate</b>
1	Nut	N000000008272	95%

**Warranty Information**

**Operation:** Check nut on the brake cable (02-2014)  
 Replace nut on the brake cable (after check) (02-2015)

<b>Damage Code</b>	<b>Operation Number</b>	<b>Labor Time (hrs.)</b>
42 930 31 7	02-2014	0.1
	02-2015	0.2

**i Note**

Operation Number labor times are subject to change.

**i Note:**

The following allowable labor operation should be used when submitting a warranty claim for this repair: