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Service

newschannel update

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| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Michael Scott, Vans Regulations and Certifications Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services |
| RE: Recall Campaign 2017110001 Initial Notification MY16-17 447 (Metris) Replace EPS Rack | DATE: December 6, 2017 |

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

December 6, 2017

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|---|---|-------------------------|
| Campaign No. : | Campaign Desc. : | Replace EPS Rack |
| 2017110001 | PNDG REPL EPS | |
| <p>This is to notify you of the Recall Campaign to replace the electric power steering (EPS) rack on 3 MY16 and MY17 Metris (447) vehicles. Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI on December 6, 2017.</p> | | |
| Background | | |
| Issue | Daimler AG ('DAG'), the manufacturer of Mercedes-Benz Metris vehicles, has determined that on certain MY16 and MY17 447 Metris vans, the electrical contacts in the control module of the electric power steering rack may not have been properly welded. If the pins completely lose contact, the electric power steering assist may deactivate, increasing the risk of a crash. | |
| What We're Doing | MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Metris dealer will replace the electric power steering rack on the affected vehicles. | |
| Parts | Parts are currently unavailable. An additional notification will be communicated once the parts are available. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2016-2017 | |
| Vehicle Model | Metris | |
| Vehicle Populations | | |
| Total Recall Population | 3 | |
| Total Vehicles in Dealer Inventory | 0 | |
| <p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 and MY17 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired. 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>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 new MY16 and MY17 Metris vehicles covered by this notification until the vehicle has been repaired.</p> | | |
| Next Steps/Notes | | |
| Customer Notification Timeline | Customer interim letters were mailed November 17, 2017. Final customer letters are scheduled to be mailed in late December 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> | | |