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Service

newschannel update

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 2017 110017**
Launch Notification
MY17 447 (Metris)
Check Wheel Bearing Retaining Rings

DATE: December 8, 2017

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

December 8, 2017

Campaign No. :	Campaign Desc. :	Check Wheel Bearing Retaining Rings
2017110017	VS2SIRIRAD	
<p>This is to notify you of the Recall Campaign Launch to check the wheel bearing retaining rings on 109 MY17 Metris (447 platform) 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 "OPEN" in VMI on December 8, 2017.</p>		
Background		
Issue	Daimler AG ('DAG'), the manufacturer of Mercedes-Benz Metris vehicles, has determined that on certain MY17 Metris (447 platform) vans, the front axle wheel bearing retaining rings may not be correctly seated, resulting in possible movement. Complete displacement and failure of the retaining ring may lead to possible wheel detachment, increasing the risk of a crash.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Metris dealer will check the retaining rings on the affected vehicles.	
Parts	Parts are available and may be ordered.	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	Metris	
Vehicle Populations		
Total Recall Population	109	
Vehicles in Dealer Inventory	12	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 MY17 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed on December 15, 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. 2017110017, December 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Model Year 2017
Wheel Bearing Retaining Ring**

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz Metris vehicles, has determined that on certain MY17 447 Metris vans, the front axle wheel bearing retaining rings may not be correctly seated, resulting in possible movement. Complete displacement and failure of the retaining ring may lead to possible wheel detachment, increasing the risk of a crash. An authorized Mercedes-Benz Metris dealer will check the retaining rings and replace 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 109 vehicles are involved.

Order No. V-RC-2017110017

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 / Procedure

1.  Check for correct installation position of retaining ring **(shown in B) (1)** on front wheel bearings (left and right side of the vehicle).

 The retaining ring **(1) must be flush-fitted** all the way round the front wheel bearing (left and right side of the vehicle).

If installation position of retaining ring **(1)** on the front wheel bearing (left or right side) is **NOT OK (See picture A)** proceed to step 2.


If installation position of retaining ring **(1)** on the front wheel bearing (left or right side) is **OK (See picture B)** proceed to step 3.



Picture A: Shown on left side, retaining ring (1) **NOT** correctly inserted

Picture B: Shown on left side, retaining ring (1) insert correctly.

2. **Insert retaining ring (1)** correctly with a flat head screwdriver **(2)** as shown in **(picture B)**, lever all way round the front wheel bearing till **flush-fitted**.
3. **Check retaining ring (1)** is correctly seated on wheel bearing. To do so, position suitable tool (e.g. screwdriver and plastic mallet), as shown, **(see arrow in picture B)**. By applying light hammer blows, check if the retaining ring **(1)** can be turned on the wheel bearing **(see picture B)**.

 **Do not strike the steering knuckle with the tool or scratch the surface of the steering knuckle. Otherwise, the surface protection on the steering knuckle may be damaged.**

If the retaining ring **(1)** on the wheel bearing can be turned. The retaining ring is not correctly inserted. Repeat operation step 2.

If the retaining ring **(1)** on the wheel bearing does not move the **procedure is complete.**

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
2	Brake disk bolt	A 220 421 01 71	100%
2	Bolt at bottom on brake caliper	A 001 990 69 00	100%
4	Brake carrier bolt	A 906 990 04 01	100%

Warranty Information

Operation: Check retaining rings of left and right front axle wheel bearings(02-2143)

Damage Code	Operation Number	Labor Time (hrs.)
33 920 86 7	02-2143	1.3

i Note

Operation Number labor times are subject to change.