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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: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services |
| RE: <b>Recall Campaign Initial Notification</b><br><b>Brake Booster Vacuum Hose</b><br><b>MY17 463 (G-Class)</b> | DATE: January 5, 2018  |

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION UPDATE





# INITIAL RECALL CAMPAIGN NOTIFICATION

January 5, 2018

|  |  |                                  |
|--|--|----------------------------------|
| <b>Campaign No. :</b>  | <b>Campaign Desc. :</b>  | <b>Vacuum Hose Brake Booster</b> |
| <b>TBD</b>   | <b>PEND 463 VAC LINE</b>   |                                  |
| <p>This is to notify you of a new <b>Recall Campaign</b> to check the brake booster vacuum line and replace, if necessary, on <b>432</b> MY 2017, Model 463 (G-Class) vehicles. Please review the recall information below. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on January 5, 2018.</p>   |  |                                  |
| <b>Background</b>  |  |                                  |
| <b>Issue</b>   | Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 17 G-Class vehicles (463 platform), the vacuum hose for the brake booster may not have been manufactured according to current production specification. This could result in delamination of the internal layers of the vacuum hose, resulting in reduced vacuum supply to the brake booster. This could lead to increased braking effort by the driver. |                                  |
| <b>What We're Doing</b>  | MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the vacuum hose on the affected vehicles and exchange it, if necessary.   |                                  |
| <b>Parts</b>   | <b>Parts are currently unavailable. A supplementary notification will be distributed once parts are available.</b>   |                                  |
| <b>Vehicles Affected</b>   |  |                                  |
| <b>Vehicle Model Year(s)</b>   | 2017   |                                  |
| <b>Vehicle Model</b>   | G-Class  |                                  |
| <b>Vehicle Populations</b>   |  |                                  |
| <b>Total Recall Population</b>   | 432  |                                  |
| <b>Total Vehicles in Dealer Inventory</b>  | 2  |                                  |
| <p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 G-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once remedy 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 new MY17 G-Class vehicles covered by this notification until the vehicle has been repaired.</b></p> |  |                                  |
| <b>Next Steps/Notes</b>  |  |                                  |
| <b>Customer Notification Timeline</b>  | Customer interim notification letters are scheduled to be mailed early January 2018. Supplemental notifications are scheduled to be mailed mid-late March 2018, depending on parts availability.   |                                  |
| <b>AOMS/SOMS</b>   | AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.  |                                  |
| <b>Rental Fleet Partners</b>   | 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>   |  |                                  |