



Mercedes-Benz

IMPORTANT SAFETY RECALL 2017080009

This notice applies to your vehicle,
VIN:
Parking Brake Lever Lock Nut
NHTSA Recall # 17V448

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

September, 2017

2017080009



Dear smart Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of smart vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016 smart fortwo vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

In certain smart fortwo vehicles, the lock nut that secures the parking brake cable to the parking brake lever may loosen over time. This loosening can result in increased parking brake lever travel before the parking brake engages. As the parking brake lever travel increases, the holding force may decrease to a point where the vehicle is no longer safely secured in all parking situations, allowing the vehicle to unexpectedly move when parked on a slope, increasing the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will replace the lock nut on the vehicle. This repair is free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time is approximately 30 minutes, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. Always park with a gear engaged, or the transmission in "P", and the parking brake applied. To locate authorized dealers see www.mbusa.com/recall. Please mention you are scheduling an appointment to install a new parking brake lever lock nut under Recall Campaign # 2017080009.

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
303 Perimeter Center North
Suite 202
Atlanta, GA 30346
Phone (770) 705-0600
Fax (770) 705-0117
www.MBUSA.com

