



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 11, 2018

Mr. Michael Scott  
Daimler Vans USA, LLC  
303 Perimeter Center North  
Atlanta, GA 30346

NEF-150MR  
18V-335

**Subject:** Transmission Support Mounting Bolts may be Loose

Dear Mr. Scott:

This letter serves to acknowledge Daimler Vans USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES BENZ/METRIS/2015-2017

**Mfr's Report Date:** May 22, 2018

**NHTSA Campaign Number:** 18V-335

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION

**Potential Number of Units Affected:** 7,433

**Problem Description:**

Daimler Vans USA, LLC (DVUSA) is recalling certain 2015-2017 Mercedes-Benz Metris vehicles. The transmission support may not have been properly tightened to the vehicle body, potentially resulting in damage to the driveshaft.

**Consequence:**

Damage to the driveshaft could cause a loss of power to the wheels, increasing the risk of a crash.

**Remedy:**

DVUSA will notify owners, and dealers will inspect the transmission support mounting bolts, replacing and tightening them as necessary, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact DVUSA customer service at 1-877-762-8267.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

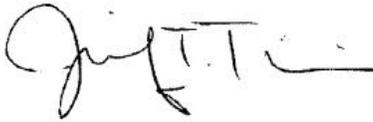
Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement