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Service

newschannel update

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: Recall Campaign Initial Notification AMG Performance Seat Backrest Rail MY18 205, 213 (C-Class, E-Class)	DATE: March 15, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

March 15, 2018

Campaign No. :	Campaign Desc. :	AMG Performance Seat Backrest Rail
TBD	PEND SEAT RAIL	
<p>This is to notify you of a new Recall Campaign concerning the driver and passenger-side seat backrest rail on 99 MY 2018 Model 205 and 213 (C-Class, E-Class) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on March 15, 2018.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class and E-Class vehicles (205 and 213 platform) equipped with AMG Performance Seats, the laser welding between the driver or passenger-side seat backrest rail and backrest metal fitting may not meet production specifications. As a result, the seat may not support the required level of stress, increasing the risk of injury in the event of a crash.	
What We're Doing	MBUSA will conduct a voluntary recall. A remedy is not yet available. An additional notification will be sent when the remedy becomes available.	
Parts	Parts are not yet available.	
Vehicles Affected		
Vehicle Model Year(s)	2018	
Vehicle Model	C-Class, E-Class	
Vehicle Populations		
Total Recall Population	99	
Total Vehicles in Dealer Inventory	30	
Total MBUSA Internal Vehicles	3	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 C-Class or E-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is 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.</p> <p style="text-align: center;">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 MY18 C-Class or E-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.	
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>		