



MERCEDES-BENZ USA, LLC  
One Mercedes-Benz Dr.  
Sandy Springs, GA, 30328  
Phone: (770) 705-0600  
Fax: (770) 705-0117  
MBUSA.com

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: <b>Recall Campaign Launch Notification</b> <b>Headlamp Aiming</b> <b>MY17 213 (E-Class)</b>	DATE: March 26, 2018

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION UPDATE





# RECALL CAMPAIGN LAUNCH NOTIFICATION

March 26, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Headlamp Aiming</b>
<b>2018030005</b>	<b>1802P82A32</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> concerning the headlamps on <b>28</b> MY 2017 Model 213 (E-Class) vehicles. 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 "OPEN" on March 27, 2018.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has decided that on certain Model Year ("MY") 2017 E-Class vehicles, the low beam headlamp setting may not correspond to current production specifications. As a result, headlamp range may be reduced, which would not satisfy the requirements of Federal Motor Vehicle Safety Standard 108 S10.18.9.1.1.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the headlamps and adjust them if necessary.	
<b>Parts</b>	<b>Parts are not required for repair; repair involves standard headlamp adjustment</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2017	
<b>Vehicle Model</b>	E-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	28	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 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.</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 E-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 letters are scheduled to be mailed March 30, 2018.	
<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>		