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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 Check Seatback Lock MY17 18 205 238 (C-Class, E-Class Coupe & Cabriolet)	DATE: April 10, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

April 10, 2018

Campaign No. :	Campaign Desc. :	Seatback Lock
TBD	PEND 205 238 SEAT LK	
<p>This is to notify you of a new Recall Campaign concerning the driver and passenger-side seatback lock on 3,088 MY 2017 and 2018 Model 205 and 238 (C-Class Coupe & Cabriolet, E-Class Coupe & Cabriolet) 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 April 10, 2018.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY17-18 C-Class and E-Class Coupes and Cabriolets (205 and 238 platform), the front seatback may not fully lock on the right side of each respective seat.	
What We're Doing	MBUSA will conduct a voluntary recall. Remedy parts are not yet available. An additional notification will be sent when the remedy becomes available in late June 2018.	
Parts	Parts are not yet available.	
Vehicles Affected		
Vehicle Model Year(s)	2017, 2018	
Vehicle Model	C-Class, E-Class	
Vehicle Populations		
Total Recall Population	3,088	
Total Vehicles in Dealer Inventory	181	
Total MBUSA Internal Vehicles	8	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 or 18 C-Class or E-Class Coupe/Cabriolet 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 style="text-align: center;">Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY17 or 18 C-Class or E-Class Coupe/Cabriolet vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer interim letters will be mailed by May 29, 2018, and a second notification approximately one week after the remedy becomes available in late June 2018.	
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>		