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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 Retrofit Headlamp Sealing Caps MY17 213 (E-Class)	DATE: May 10, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

May 10, 2018

Campaign No. :	Campaign Desc. :	Retrofit Headlamp Sealing Caps
TBD	PEND 213 HL CAP	
<p>This is to notify you of a new Recall Campaign to retrofit the headlamp sealing caps on 42 MY 2017 Model 213 (E-Class) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs were flagged in VMI as "PENDING" on May 10, 2018.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform) the horizontal adjustment mechanism might be accessible and therefore not meet the requirement of Federal Motor Vehicle Safety Standards (FMVSS). If the horizontal low beam aim is adjusted, it may no longer be within current production specifications. An authorized Mercedes-Benz dealership will retrofit headlamp sealing caps on the affected vehicles.	
What We're Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.	
Parts	Parts are not yet available. An additional notification will be sent when parts are available for repair.	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	E-Class	
Vehicle Populations		
Total Recall Population	42	
Total Vehicles in Dealer Inventory	0	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 E-Class 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>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 MY17 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 two weeks 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>		