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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 Replace Rear Insulation Mat MY08-09 451 (smart fortwo)	DATE: May 10, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

May 10, 2018

Campaign No. :	Campaign Desc. :	Rear Insulation Mat
TBD	PEND 451 INS MAT	
This is to notify you of a new Recall Campaign concerning the rear insulation mat on 42,781 MY08-09 Model 451 (smart fortwo) 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 May 10, 2018.		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on Model Year 2008-2009 US-specification smart fortwo vehicles (451 platform), the rear insulation mat within the engine compartment might deform, deteriorate, loosen and over time, subsequently be able to contact hot components of the exhaust system. This could lead to an ignition of the insulation mat and possible fire in the engine compartment.	
What We're Doing	MBUSA will conduct a voluntary recall to replace the rear insulation mat in the engine compartment. 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)	2008, 2009	
Vehicle Model	smart fortwo	
Vehicle Populations		
Total Recall Population	42,781	
Next Steps/Notes		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers and the Media. Please ensure your dealers have read and understand this notice.	
Customer Notification Timeline	Customer interim letters will be mailed in late June 2018, and a second notification approximately one week after the remedy becomes available in July 2018.	
Notes	<ul style="list-style-type: none">• Parts are expected to become available in late June 2018.• Follow suggested guidance and best practices regarding customer contact.• Recall information for customers:<ul style="list-style-type: none">• Mercedes-Benz specific recall-related information: www.mbusa.com/recall• Mercedes-Benz Customer Assistance Center: 877-496-3691	
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.		