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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 20180600 10 Launch Notification Replace Rear Insulation Mat MY08-09 45 1 (smart fortwo)	DATE: July 20, 2018

IMPORTANT NEW RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

July 20, 2018

Campaign No. :	Campaign Desc. :	Replace Rear Insulation Mat
2018060010	1804P62B06	
This is to notify you of the Recall Campaign LAUNCH concerning the rear insulation mat on 42,781 MY08-09 Model 451 (smart fortwo) vehicles. The recall campaign is visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on July 20, 2018.		
Background		
Issue	Daimler AG (“DAG”), the manufacturer of smart 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. An authorized smart dealer will replace the rear insulation mat in the engine compartment.	
Parts	Parts are available and may be ordered as necessary.	
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 were mailed in late June 2018. A second notification is anticipated to be mailed on July 27, 2018.	
Notes	- Follow suggested guidance and best practices regarding customer contact. - Recall information for customers: - Mercedes-Benz specific recall-related information: www.mbusa.com/recall - If customers have already paid to have the insulation mat replaced, they may be eligible for reimbursement. Please advise the customer to follow the instructions detailed below (also included in a copy of the customer letter).	
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.		



RECALL CAMPAIGN LAUNCH NOTIFICATION

July 20, 2018

Reimbursement to Customers for Valid Repairs Performed Prior to Campaign

Customers who have already paid to have any of the included components replaced may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to the servicing or closest Mercedes-Benz dealership for reimbursement:

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).

Reimbursement will be paid by a check from an authorized Mercedes-Benz dealer.

Should you have any questions or concerns, please contact the Warranty Services Group (WSG) at 877-974-6287.



Campaign No. 2018060010, July 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Smart Fortwo Model 451 Model years 2008-2009**
Replace damping in rear engine compartment

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2008-2009 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. MBUSA will conduct a voluntary recall to replace the rear insulation mat in the engine compartment.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 42,781 vehicles are involved.

Order No. S-RC-2018060010

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Procedure**1. Lower rear drive module.**

i For basic data, see **AR01.00-P-3050MCU**.

i The damping can be replaced with the rear drive module lowered only 3 inches (Figure 1).
Please note: Certain steps in the WIS document AR01.00-P-3050MCU may be omitted: (page 5).

- Omit lowering the fuel tank (step 11)
- Omit removing the air filter housing (step 3)
- Omit disconnecting the park paw cable (step 4)

i Make sure the A/C lines are not making contact with the fuel tank when lowering the rear drive module.



Figure 1

2. Replace damping **(A)** in rear engine compartment **(Figure 2)**.



Figure 2

- 2.1. Detach mounting bracket **(B)** **(Figure 3)**.



Figure 3

2.2. Remove spring washers (C) for mounting the damping (A) (Figures 4 and 7).



Figure 4

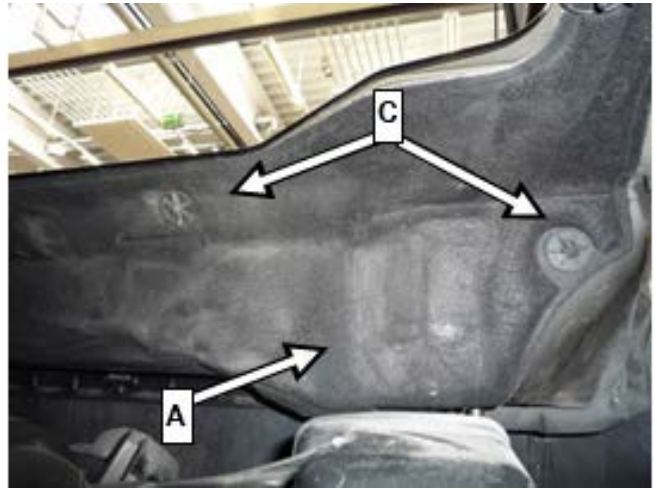


Figure 5

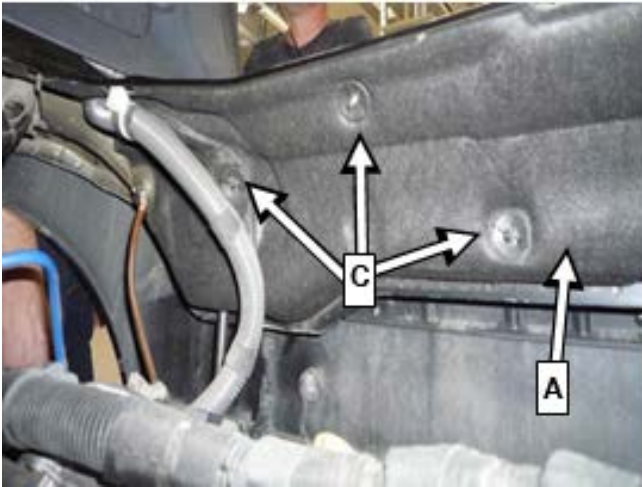


Figure 6

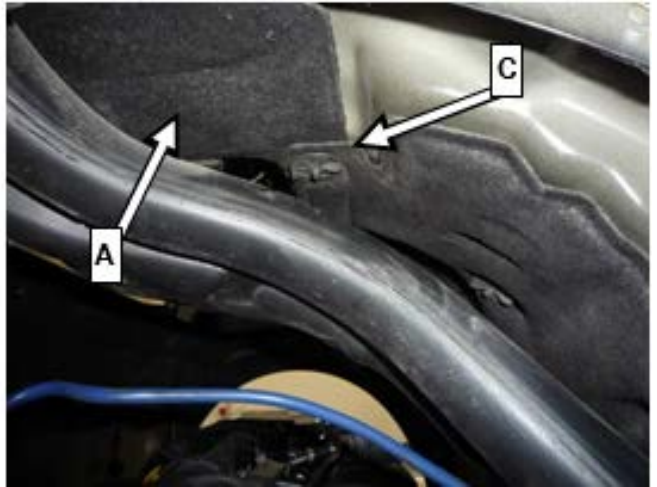


Figure 7

2.3. Remove damping (A) (Figure 8).



Figure 8

3. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Damping	A 451 682 00 61	100%
8 (as required)	Spring washer	A 000 994 21 18	100%

Warranty Information

Operation: Replace damping in rear engine compartment, model **451.331, 451.431 (02-2326)**
includes: lower and position rear drive module

Damage Code	Operation Number	Labor Time (hrs.)
62 901 48 7	02-2326 (451.331)	1.3
	02-2326 (451.431)	1.6

**Note**

Operation Number labor times are subject to change.