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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 Top Tether Anchor MY18 156 (GLA-Class)	DATE: June 29, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

June 29, 2018

Campaign No. :	Campaign Desc. :	Retrofit Top Tether Anchor
TBD	PEND 156 TOP TETHER	
<p>This is to notify you of the upcoming Recall Campaign to retrofit the rear seat top tether anchor for the child restraint system on 399 MY 2018 Model 156 (GLA-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 June 29, 2018.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain "Ice Edition" GLA-Class (156 platform) vehicles, the top tether anchorage point in the center position of the rear seat might be missing.	
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)	2018	
Vehicle Model	GLA-Class	
Vehicle Populations		
Total Recall Population	399	
Total Vehicles in Dealer Inventory	6	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 GLA-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 style="text-align: center;">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 MY18 GLA-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 one week after the remedy becomes available in approximately late July 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>		