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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 Missing Nuts on Prefuse Box MY18 217 222 (S-Class Coupe, S-Class)	DATE: June 29, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

June 29, 2018

Campaign No. :	Campaign Desc. :	Replace Prefuse Box
TBD	PEND 217 222 PFBOX	
<p>This is to notify you of a new Recall Campaign to replace the prefuse box on 1,701 MY 2018 Model 217, 222 (S-Class Coupe, S-Class) 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 June 29, 2018.</p>		
Background		
Issue	Daimler AG, ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain S-Class and S-Class Coupe vehicles (222, 217 platform), two nuts which secure the power bars inside the pre-fuse-box in the trunk might not have been installed during the production process. If the power bars inside the pre-fuse box are not secure, higher electrical resistance between the power bars could result, increasing the risk of fire. Additionally, an intermittent contact between the power bars could lead to a loss of vehicle functions. The engine operation, the seat belt functions, and the instrument cluster could be impaired, increasing the risk of a crash and injuries.	
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.	
Vehicles Affected		
Vehicle Model Year(s)	2018	
Vehicle Model	S-Class Coupe, S-Class	
Vehicle Populations		
Total Recall Population	1701	
Total Vehicles in Dealer Inventory	200	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 S-Class Coupe, S-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 S-Class Coupe, S-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>		