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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: <b>Recall Campaign Initial Notification</b> <b>Check Rear Beltline Trim</b> <b>MY17-18 A205 (C-Class Cabriolet)</b>	DATE: July 27, 2018

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION





# RECALL CAMPAIGN INITIAL NOTIFICATION

July 27, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Check Rear Beltline Trim</b>
<b>TBD</b>	<b>PEND A205 TRIM</b>	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> concerning the rear beltline trim on <b>10,832</b> MY 2017-2018 Model A205 (C-Class) cabriolet vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" when the mainframe is restored.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class Cabriolet (A205 platform) vehicles, bonding for the rear beltline trim may not meet current production specifications, which may cause the trim to separate, increasing the risk of injury or a crash.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. <b>An additional notification will be sent when the remedy is available.</b>	
<b>Parts</b>	<b>Parts are not yet available. An additional notification will be sent when parts are available for repair.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2017, 2018	
<b>Vehicle Model</b>	C-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	10,832	
<b>Total Vehicles in Dealer Inventory</b>	275	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 or 18 C-Class Cabriolet 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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY17 or 18 C-Class cabriolet vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available in September 2018.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	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>		