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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 Launch Notification Check ISOFIX Cross-Member MY18 A238 (E-Class Cabrio)	DATE: September 14, 2018

IMPORTANT RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

September 14, 2018

Campaign No. :	Campaign Desc. :	Check ISOFIX Cross-Member
2018080015	1807P92C23	
<p>This is to notify you of a Recall Campaign launch regarding the ISOFIX cross-member on 39 Model Year (“MY”) 2018 Model A238 (E-Class Cabrio) 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 “OPEN” on September 14, 2018.</p>		
Background		
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18 E-Class cabriolet vehicles (A238 platform), the ISOFIX cross-member for child seats might not have been mounted according to current production specification. While the child seats can still be secured to the ISOFIX anchoring points, in case of a crash, the ISOFIX cross-member might partially detach from the car body. This could increase the risk of injury for a child in a child seat.	
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the ISOFIX cross-member on the affected vehicles and replace it, if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2018	
Vehicle Model	E-Class Cabrio	
Vehicle Populations		
Total Recall Population	39	
Total Vehicles in Dealer Inventory	3	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 E-Class Cabrio 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 E-Class Cabrio 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.	
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>		