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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 Replace Battery Cover MY18 205 213 (C-Class, E-Class)	DATE: November 20, 2018

IMPORTANT RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

November 20, 2018

Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Battery Cover
2018110002	18V725	1810P54C81	
<p>This is to notify you of a Recall Campaign regarding the battery cover on 4073 Model Year (“MY”) 2018 C-Class (205 platform) and E-Class (213 platform) 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 November 20, 2018.</p>			
Background			
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018 C-Class (205 platform) and E-Class vehicles (213 platform), an incorrect cover for the starter battery may have been installed which provides insufficient cover for a live electrical wire. Therefore, in the event of a crash which results in substantial deformation of the strut brace above the battery, the strut brace could contact an uncovered live electric wire which could lead to a short circuit. A short circuit could lead to an increased risk of fire. In this case, the on-board electrical system might not be able to support post-crash functions (e.g. emergency door unlocking or activation of hazard warning lamps may not be available). However, unlocking and opening of the doors from the inside are not affected.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the battery cover on the affected vehicles.</p>		
Parts	<p>Parts are available and can be ordered as necessary.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2018		
Vehicle Model	C-Class, E-Class		
Vehicle Populations			
Total Recall Population	4073		
Total Vehicles in Dealer Inventory	22		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 C-Class, E-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 C-Class, E-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	<p>Customer letters will be mailed approximately one week after the remedy becomes available.</p>		
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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>			



Mercedes-Benz

Campaign No. 2018110002, November 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models C-Class (205 platform) and E-Class vehicles (213 platform)**
Model Year 2018
Replace cover for positive pole on starter battery

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2018 C-Class (205 platform) and E-Class vehicles (213 platform), an incorrect cover for the starter battery may have been installed which provides insufficient cover for a live electrical wire. Therefore, in the event of a crash which results in substantial deformation of the strut brace above the battery, the strut brace could contact an uncovered live electric wire which could lead to a short circuit. A short circuit could lead to an increased risk of fire. In this case, the on-board electrical system might not be able to support post-crash functions (e.g. emergency door unlocking or activation of hazard warning lamps may not be available). However, unlocking and opening of the doors from the inside are not affected. An authorized Mercedes-Benz dealer will replace the battery cover on the affected vehicles.

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 4073 vehicles are involved.

Order No. P-RC-2018110002

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. Lift cover (A, Figure 1).
2. Lift interior air filter (B, Figure 1).
3. Replace cover for positive pole (C, Figure 1) on starter battery.

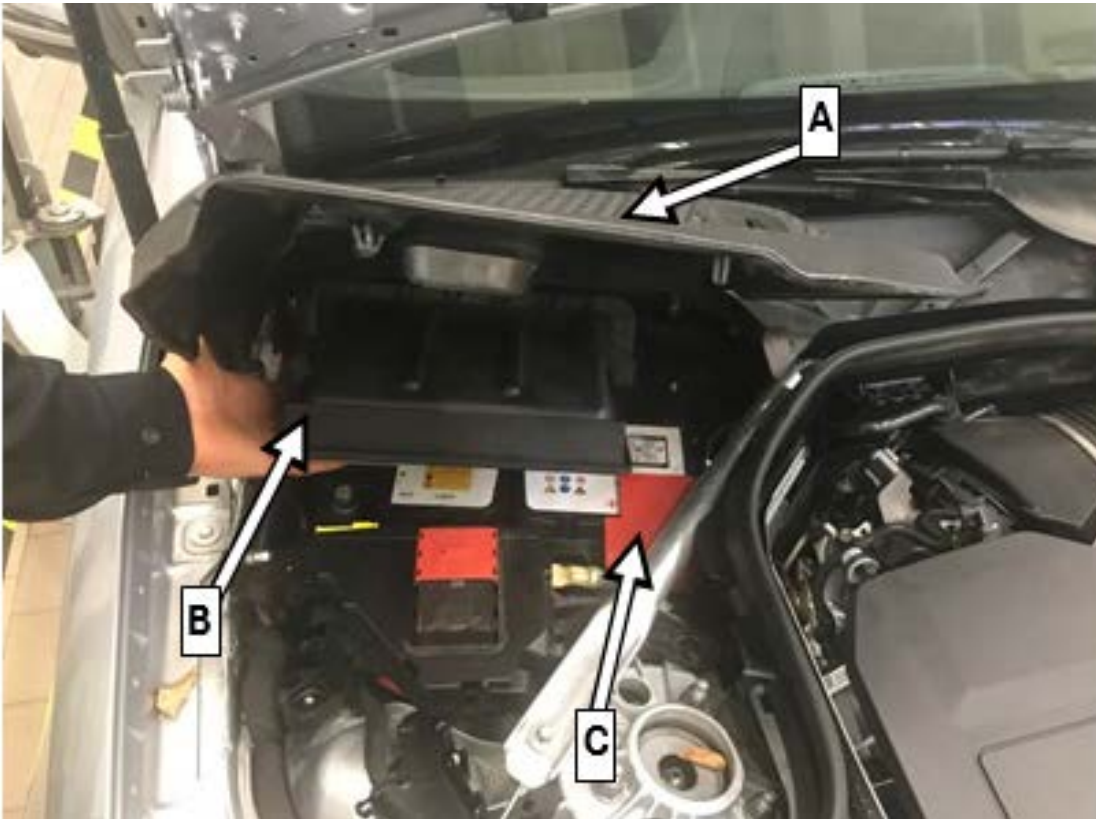


Figure 1

4. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Cover for positive pole (insulating cap)	A 000 546 85 02	100%

Warranty Information

Operation: Replace positive pole cover of starter battery(02-2720)

Damage Code	Operation Number	Labor Time (hrs.)
54 906 33 7	02-2720	0.1

i Note

Operation Number labor times are subject to change.