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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>Replace Battery Cover</b> <b>MY18 205 213 (C-Class, E-Class)</b>	DATE: October 30, 2018

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION





# RECALL CAMPAIGN INITIAL NOTIFICATION

October 30, 2018

<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Battery Cover</b>
TBA	18V725	<b>PEND BATT CVR</b>	
This is to notify you of a new <b>Recall Campaign</b> regarding the battery cover on <b>4073</b> Model Year (“MY”) 2018 C-Class (205 platform) and E-Class (213 platform) 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” on October 31, 2018.			
<b>Background</b>			
<b>Issue</b>	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.		
<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 once parts are available for repairs.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2018		
<b>Vehicle Model</b>	C-Class, E-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	4073		
<b>Total Vehicles in Dealer Inventory</b>	30		
<b>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.</b>			
<b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b>			
<b>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.</b>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<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.		
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.			