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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 Headlamp Aiming MY 18-19 C-Class (205)	DATE: January 4, 2019

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

January 4, 2019

Campaign No. :	NHTSA ID	Campaign Desc. :	Headlamp Aiming
TBA	18V906	PEND 205 HL AIM	
This is to notify you of a new Recall Campaign regarding the headlamp aiming in 2,364 Model Year (“MY”) 2018 C-Class (205 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 “PENDING” on January 4, 2019.			
Background			
Issue	Daimler AG, (“DAG”), the manufacturer of Mercedes-Benz vehicles, has decided that on certain Model Year (“MY”) 2018 C-Class (205 platform) vehicles, the low beam headlamp setting may not correspond to current production specifications. As a result, headlamp range may be reduced, which would not satisfy the requirements of Federal Motor Vehicle Safety Standard 108 and may increase the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.		
Parts	The remedy is currently unavailable. An additional notification will be sent once the remedy is available for repairs.		
Vehicles Affected			
Vehicle Model Year(s)	2018		
Vehicle Model	C-Class		
Vehicle Populations			
Total Recall Population	2,364		
Total Vehicles in Dealer Inventory	63		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new MY18 C-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</u> 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 <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY18 C-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 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.		
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.			