

SPRINTER

MERCEDES-BENZ USA, LLC
One Mercedes-Benz Drive
Sandy Springs, GA, 30328
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com



newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, DM Regulatory Management and Campaigns
RE: Recall Campaign Initial Notification MY16 - MY17 447 Mercedes-Benz Metris Steering Gear Bolt Corrosion	DATE: May 31, 2019

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

May 31, 2019

Campaign No. :	Campaign Desc. :	Steering Gear Bolt Corrosion
TBD	PDGSCHRALU	
<p>This is to notify you of the upcoming Recall Campaign to replace the aluminium bolts with steel ones and apply wax to the steering gear on all potentially affected Metris vehicles on approximately 3,704 MY16-MY17 Mercedes-Benz Metris (447) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI.</p>		
Background		
Issue	<p>DAG determined that the aluminum bolts affixing the steering gear housing cover and the aluminum bolts affixing the power pack could corrode due to the intrusion of moisture and road salt (brine) while the vehicle is operating in certain geographic areas with high salt concentrations. Advanced corrosion can weaken the strength of the bolts. If all three of the mounting bolts on the power pack become compromised, the power pack could separate from the steering gear and cause the power steering to fail, increasing the risk of a crash.</p>	
What We're Doing	<p>DAG will conduct a voluntary safety recall for Mercedes-Benz Metris vehicles in the following twenty-three (23) US "Salt-Belt-States": Connecticut, Delaware, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington DC, West Virginia, Wisconsin.</p> <p>An authorized Mercedes-Benz Metris dealer will replace the aluminium bolts with steel ones and apply wax to the steering gear.</p>	
Parts	Parts are still being verified. An additional notification will be sent when parts are available for repair.	
Vehicles Affected		
Vehicle Model Year(s)	2016 – 2017	
Vehicle Model	Metris (447 Platform)	
Vehicle Populations		
Total Recall Population	3,704	
Dealer Inventory	2	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 – MY17 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new MY16 – MY17 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed in early June, 2019.	
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.</p>		