

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>Internal contacting high-voltage battery</b> <b>MY 19 453 smart ( FORTWO ELECTRIC DRIVE)</b>	DATE: March 2, 2020

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Internal Contacting High-Voltage Battery</b>
TBA	20V107	20P2197234	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the internal contacting high-voltage battery in <b>1</b> Model Year (“MY”) 2019 smart EQ (453 platform) vehicle. 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 March 2, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year (“MY”) 2019 Smart EQ fortwo electric drive vehicle (453 platform), the cell-internal welding of the main cell conductors (connecting the individual cells and cell modules) of the high-voltage battery might not meet current production specifications. In case of an insufficient welding of the main cell conductor, the welded joint might detach under thermo-mechanical loads or vibrations. As a result, the electrical contact within a cell of the high-voltage battery could be interrupted, leading to immediate failure of the entire high-voltage battery. This condition would lead to a loss of propulsion and therefore a stalling of the vehicle while driving. Depending on the characteristic of the detachment of the welded joint of the main cell conductor, an electric arc occurrence cannot be completely ruled out. In this case, neighboring cells could ignite thereby increasing the risk of fire.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz smart dealer will replace the high-voltage battery on the affected vehicle.</p>		
<b>Parts</b>	<p><b>A remedy is not yet available. An additional notification will be sent once a remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019		
<b>Vehicle Model</b>	Smart EQ fortwo		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	1		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 smart EQ electric drive 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></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY19 smart EQ electric drive vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letter mailing timelines are pending.		
<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.		
<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>			

