



One Mercedes Drive
P.O. Box 350
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smart

newschannel update

to: smart Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Customer One Action – Install Floor Mats. Model 451 Model Year 2014	DATE: November 15, 2013

IMPORTANT CUSTOMER ONE ACTION INFORMATION

Customer One Action 13 11 02– Install Floor Mats, Model 451 (smart) Model Year 2014.

This smart Customer One Action is being launched Friday, November 15, 2013 and the 228 affected vehicles will be flagged in VMI.

To maintain a high level of customer satisfaction, all affected MY 2014 smarts, in dealer inventory, should have the floor mats installed prior to retail.

Parts – Parts may be ordered as required

Owner Notification – As this is a voluntary customer care initiative, **no customer letter will be mailed.**

Background

This Customer 1 Action has been initiated because the floor mats may not have been installed in the affected vehicles due to a process code error. Please check the vehicle and install the floor mats per the attached instructions.

A copy of the Customer One Action bulletin is attached, and may also be found on smartTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this may cause, Daimler Vehicle Innovation USA LLC (DVIUSA) is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the smart Customer Assistance Center at 1-800-smartUSA (1-800-762-7887).



Mercedes-Benz



Action

Customer ONE Action

Date: November 2013
Action No.: C1A - 13 11 02
Group: 68

SUBJECT: **Model 451 (smart)**
Model Year 2014
Install Floor Mats

This Customer 1 Action has been initiated because the floor mats may not have been installed in the affected vehicles due to a process code error. Please check the vehicle and install the floor mats per the below instructions.

Prior to performing this Customer 1 Action:
Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.

Procedure

1. Check if floor mats have been installed and install if necessary.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Floor mat	A 451 680 16 48 CT4A	100%



Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Install floor mats (02-0001).

Damage Code	Operation Number	Labor Time (hrs.)
58 190 ZZ 7	02-0001	0.1



Note

Operation Number labor times are subject to change.