

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: <b>Initial Recall Campaign Notification</b> <b>Model 447 (Metris)</b> <b>Model Years 2019</b> <b>Spring Pin of the Head Restraint</b>	DATE: October 4, 2019

**IMPORTANT CAMPAIGN INFORMATION**



<b>Campaign No. :</b>		<b>Campaign Desc. :</b>		<h2>Spring Pin of the Head Restraint</h2>
<b>2019090014</b>		<b>PDGKOPFSTU</b>		
<p>This is to notify you of the upcoming <b>Recall Campaign</b> concerning the head restraint on approximately <b>29</b> MY19 Mercedes-Benz Metris vans. 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. All affected VINs will be flagged as "Pending" in VMI.</p>				
<b>Background</b>				
<b>Issue</b>	<p>Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, determined that the seating head restraint on certain Mercedes-Benz Metris (platform 447 (VS20) vehicles may have been fitted either without the correct spring pin or with a spring pin that was incorrectly mounted. An incorrectly mounted or missing spring pin could allow the upholstery carrier to come loose from the head restraint housing which could increase the risk of an injury in the event of a crash.</p>			
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz dealer will replace the head restraints in the potentially affected vehicles.</p>			
<b>Vehicles Affected</b>				
<b>Vehicle Model Year(s)</b>	Model Year 2019			
<b>Vehicle Model</b>	Metris, VS20 / Platform 447			
<b>Vehicle Populations</b>				
<b>Total Recall Population</b>	29			
<b>Dealer Inventory</b>	3			
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY19 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></p> <p><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 rental companies to rent new MY19 Metris vehicles covered by this notification until the vehicle has been repaired.</b></p>				
<b>Next Steps/Notes</b>				
<b>Customer Notification Timeline</b>	An owner notification letter will be mailed in early November, 2019.			
<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.</p>				

