



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

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 Check Headlight Screw, Rework if Necessary MY19 257 (CLS-Class)	DATE: January 4, 2019

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

January 4, 2019

Campaign No. :	NHTSA ID	Campaign Desc. :	Check Headlight Screw, Rework if Necessary
TBA	18V911	PEND 257 HL	
This is to notify you of a new Recall Campaign regarding the headlight screws on 104 Model Year (“MY”) 2019 CLS-Class (257 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 determined that on certain CLS-Class vehicles (257 platform), the horizontal adjustment mechanism might be accessible which does not meet the requirements of FMVSS 108. Subject vehicles are designed to meet this requirement by sealing off the headlamp horizontal adjustment screw with a non-removable sealing cap after initial adjustment in the manufacturing plant. An authorized Mercedes-Benz dealer will check the horizontal headlight adjusting screws on the affected vehicles and seal them, if necessary		
What We’re Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.		
Parts	Parts are currently unavailable. An additional notification will be sent once the parts are available for repairs.		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	CLS-Class		
Vehicle Populations			
Total Recall Population	104		
Total Vehicles in Dealer Inventory	43		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY19 CLS-Class 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.</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 MY19 CLS-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.			