

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 Launch Notification</b> <b>Internal contacting high-voltage battery</b> <b>MY 19 453 smart ( FORTWO ELECTRIC DRIVE)</b>	DATE: May 7, 2020

### **IMPORTANT RECALL CAMPAIGN UPDATE**

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



Recall Campaign Launch Notification			May 7, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Internal Contacting High-Voltage Battery</b>
2020030009	20V107	20P5490201	

This is to notify you of a **Recall Campaign Launch** regarding the internal contacting high-voltage battery in **1** Model Year (“MY”) 2019 smart EQ (453 platform) vehicle. The recall campaign will be visible on the [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on May 7, 2020.

**Background**

<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of smart 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 possible 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.
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<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz smart dealer will replace the high-voltage battery on the affected vehicle.
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<b>Parts</b>	<b>Parts are available and can be ordered as necessary.</b>
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**Vehicles Affected**

<b>Vehicle Model Year(s)</b>	2019
<b>Vehicle Model</b>	smart EQ fortwo

**Vehicle Populations**

<b>Total Recall Population</b>	1
<b>Total Vehicles in Dealer Inventory</b>	0

**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.**

**Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.**

**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.**

**Next Steps/Notes**

<b>Customer Notification Timeline</b>	The customer letter will be mailed approximately one week after the remedy becomes available.
<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.

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.





Mercedes-Benz

Campaign No. 2020030009, May 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model smart EQ fortwo electric drive vehicle (453 platform)**  
**Model Year 2019**  
**Internal Contacting High-Voltage Battery**

Mercedes-Benz AG ("MBAG"), the manufacturer of smart 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 thermomechanical 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 possible 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. An authorized Mercedes-Benz smart dealer will replace the high-voltage battery on the affected vehicle.

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 1 vehicles are involved.


Order No. P-RC-2020030009

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

**WARNING!**

**Due to risk of technician personal injury and/or damage to the vehicle. smart dealers not yet trained or not yet properly equipped with the required tools and equipment need to direct any smart electric drive vehicle customer to the nearest properly trained and equipped smart electric drive dealer.**

**Work procedure****Note:**

- Use DAS/Xentry 12/19 with all associated patches or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

**Note:**

**Work on a electric drive system components may only be conducted by certified workshop personnel who have completed training courses: Tech 961 and Tech 717**  
**For the scopes of work described below, the safety regulations and hazard notes apply for work on high-voltage systems.**

Information on this in WIS under **AH54.10-P-0006-01MEV**



**WARNING!** Risk of death and personal injury may occur when touching components on vehicles with high-voltage on-board electrical system if not done properly. Do not touch components and open lines of the high-voltage on-board electrical system. Persons who are carriers of electronic implants (e.g. cardiac pacemakers) should not carry out any work on high-voltage on-board electrical systems due to increased risk of death or personal injury.

### 1. Replace high-voltage battery (**AR54.10-P-1140SRE**).

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**Note:** Be sure to print-out the following documents before removing the high voltage battery:

- The Analysis sheet for transportability of high-voltage batteries form found in WIS: **OF54.10-P-3000-01F** and the measurement log for self discharge from Star Diagnosis. The documents must be filled out and placed in with the return part.

**Note:** **Remove and transfer all caps and plugs from the new high voltage battery to the old high voltage battery.**

**Note:**

Shipping information:

1. Battery is currently authorized for ground transportation only.
2. Return original battery to QEC
3. Battery has passed the UN 38.3 Test & Criteria for both the cells and full battery assembly as referenced in WIS.
4. Only the packaging in which the battery was received is authorized for re-shipment of the battery. The dealer hazmat employees responsible for packaging and reshipping the battery must be packaged exactly as the new one came with all the same components. The UN certified packaging is a “packaging system” where all the components (outer crate, interior dunnage, plastic liner etc) must be used and in good condition (that is suitable for hazardous materials transportation).
5. Those shipping the battery must be hazmat trained for ground transportation. Battery must be safe for transport. If the battery is safe for transport, The NetStar Parts Disposition system will provide a partially pre-populated FedEx Freight BOL when the dealer generates a Load List and confirms the battery is Safe For Transport (SFT) to the QEC. If the battery is not safe for transport contact Esmeralda Custodio at the QEC 1-904-443-2441.
6. Please follow the shipping guidelines in the Attached "Dangerous Goods Shipping Guidance" document.

**Primary Parts Information**

Qty.	Part Name	Part Number
1	Li-ion battery	A 789 340 89 11

**Warranty Information**

**Operation:** Replace high-voltage battery smart fortwo ev (02-1472)

Damage Code	Operation Number	Labor Time (hrs.)
54 902 01 7	02-1472	2.9

** Note**

Operation Number labor times are subject to change.



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## Dangerous Goods Shipping Guidance - GROUND

<b>Product Number/Name:</b> Lithium ion battery large format in manufacturer's original packaging (for Smart ED GEN III Vehicle) Part Number: A 789 340 89 11	<b>Hazardous Properties:</b> Lithium ion battery (Large Format)
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### STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1	box	<b>X</b>	UN3480, Lithium ion battery, 9	Write gross weight of box here			

This is to certify that the above named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation, according to the applicable regulations of the Department of Transportation.

SHIPPER <b>Hazmat Shipper Signs</b>	CARRIER <b>Name of Carrier</b>
Emergency Contact: <b>CHEMTREC: 1-800-424-9300 CCN#14231</b>	

**TYPE OF PACKAGING:**

- Battery must be packaged in original, UN 4C1/Y322/S wooden crate.
- Do **NOT** Stack the crates with the lithium ion batteries

**REQUIRED LABELS:**

- Miscellaneous (Class 9) hazard label



**REQUIRED PACKAGE MARKINGS:**

- Proper Shipping Name and UN Number:  
**Lithium ion battery**  
**UN3480**

**COMMENTS:**

- UN Number font size must be at least 12 mm in height.
- Follow Manufacturer's closure instructions to properly assemble, pack, and close the wooden crate.
- Manufacturer's Closure Instructions must be retained on file onsite for 90 days after the shipment is offered to the carrier.
- Orientation arrows are pre-printed on box and must be on two opposing sides
- Affix "To/From" address label near PSN and UN Number
- Must have certification on file from the manufacturer stating the battery has successfully passed each test required by the UN Manual of Tests and Criteria Part III, subsection 38.3.



DO NOT STACK!

**Questions? Contact EH&S Compliance at:**  
 (201) 573 – 2360 or  
 (630) 462 – 3440