

Recall Detail

Ref No	10000924
Manufacturer	Daimler AG
Vehicle Class	Passenger car, Light Goods Vehicle (Van)
Model/Type	V-Class and Vito / 447
Dealer (phone no)	Chai Wan Service Centre: 2504 6140 Hunghom Service Centre: 2504 6140 Yuen Long Service Centre: 2504 6140 Mercedes-Benz Van Authorised Service Centre: 2504 6140 Mercedes-Benz Fanling Commercial Vehicle Authorised Service Centre: 2637 2988
Subject	Head restraints of luxury bench seat (9295055)
Progress	Completed
Affected Vehicle Identification Number (VIN)	<p>Regarding the chassis number of vehicle affected by this campaign , please refer to EITHER (1) or (2):</p> <p>(1) If vehicle was bought from Zung Fu or ever repaired under warranty in Zung Fu Service Centre, please see below the list of chassis numbers of identified and remaining vehicles.</p> <p>2) If vehicle was not bought from Zung Fu and never repaired under warranty in Zung Fu Service Centre, and the vehicle production date falls into that specified in "Build date", please contact Zung Fu Service Centres at above mentioned telephone numbers, or Mercedes-Benz Hong Kong Limited (Tel: 2594 8800) to clarify whether your vehicle is affect by this recall.</p>
Description of Defect, how it came to light, and possible consequences if ignored.	<p>The head restraints of the luxury bench seats in the rear may have been installed in certain vehicles with the head restraint bars of a different bench seat and/or head restraint variant. The head restraints have been specially designed with regard to the height and backset to reduce the risk of a neck injury and a possible whiplash in the case of an accident.</p> <p>In the potentially affected vehicles, this function cannot be ensured and an increased risk of injury for rear passengers cannot be excluded in the case of an accident.</p>
Remedial Action	The possibly affected head restraints in the rear of affected vehicles will be checked and replaced if necessary.
Build Dates	10/10/2019 - 16/10/2019

Launch Date	18/02/2020
Tentative Date of Recall Completion	31/12/2020

1	WDF44770323669968
2	WDF44770323673554
3	WDF44770523673118
4	WDF44770523673197
5	WDF44770523673411
6	WDF44770523673434
7	WDF44770523673668
8	WDF44770523673678
9	WDF44770523673726
10	WDF44770523673978
11	WDF44770523674057
12	WDF44770523674431
13	WDF44770523674560
14	WDF44770523674615
15	WDF44770523674917
16	WDF44770523675101
17	WDF44781323674417
18	WDF44781323674812