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Service

# newschannel update

TO: : Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>UPDATE - Recall Campaign 2015 110002 SRS Control Unit Model 204 (MY08-09) C-Class, and Model (X204) MY10 GLK-Class</b>	DATE: March 9, 2016

**IMPORTANT RECALL UPDATE**

**This bulletin contains additional information about the total number of vehicles flagged in VMI, and provides clarification for the part numbers that are applicable to the recall.**

Since the preliminary vehicle recall population was determined in October 2015, further analysis revealed that:

- certain SRS control unit part numbers were initially included, but which are now not in the affected scope of parts
- SRS control units manufactured after the clean-point were used in SRS control unit replacements
- additional affected VINs have been identified that were not in the preliminary population

As of March 9, VMI has been updated and all affected VINs are flagged. If the vehicle is not flagged in VMI, it is not included in the recall. Certain VINs that were previously flagged in VMI are no longer flagged. However, additional VINs are flagged. The Model Year ranges and Models have not changed.

The interim customer letters mailed in December were based on the preliminary VIN list (which per above, has been updated). You may encounter situations where customer vehicles are no longer included in the recall. MBUSA will mail a follow-up letter to these owners and explain that their vehicle is not included in the recall, and that they are eligible for reimbursement in the event they had paid for a prior repair. Vehicle owners with VINs now added to the recall will receive a recall letter to notify them that their vehicle is subject to the recall.

**Parts:**

- Only the part numbers identified in the work instructions should be replaced.
- To assist your dealership with future part orders once the allocated parts have been used, we are adding a table to the work Instructions that correlates the MY and Model to the required part numbers with the 05 suffix. The recall bulletin will be posted on STAR TekInfo
- Part replacement rate is still estimated at 100%.

**Owner Notification:** Due to the volume of affected vehicles, parts availability, and dealer service capacity, owner notification will occur in two phases beginning with MY 2008 vehicles, on approximately March 14, with the second phase beginning a few weeks later.

**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, 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 (1-800-367-6372).

