

|                                                                                                                                                       |                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 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 – 2019050008 Takata PG4 and PG5 DRIVER and PASSENGER AIRBAGs</b><br>Certain MY08-09 C63 AMG C-Class (W204) | DATE: May 24, 2019                                                                               |

### IMPORTANT TAKATA RECALL CAMPAIGN INFORMATION

**This Recall Campaign is being launched today to replace the driver-side and passenger-side airbag on approximately 2,691 affected subject vehicles which will be flagged in VMI.**

#### Parts:

- Are now available and must be ordered on a VIN basis. **This campaign requires an additional knee bolster to be inserted at the upper steering column unlike previous campaigns, and is specific to the MY08 – 09 C63 AMG.**
  - One driver-side airbag, one passenger-side airbag, one knee bolster, and two reinforcement screws are required per vehicle. Refer to the Work Instructions for part numbers.
- Replacement rate is 100%.
- Any Vehicles still flagged with “Pending” are not yet included in this wave of the recall launch.

**Owner Notifications:** Customer letters will be sent out on approximately **May 31<sup>st</sup>, 2019**.

**Note:** VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

#### **Recall information for customers:**

- Mercedes-Benz specific recall-related information: [www.mbusa.com/mercedes/recall](http://www.mbusa.com/mercedes/recall)
- Mercedes-Benz Customer Assistance Center: **1-877-496-3691**
- Industry-wide Takata information: [www.nhtsa.gov/recall-spotlight/takata-air-bags](http://www.nhtsa.gov/recall-spotlight/takata-air-bags)

**Work Instructions:** Work Instructions will be posted to STAR TekInfo on May 24<sup>th</sup>, 2019, and are attached to this notice for reference.

Please note that all customer inquiries should be directed to the Customer Assistance Center at **1-877-496-3691**.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



**Recall Campaign Launch Notification****May 24, 2019****Campaign No. :****NHTSA ID: 16V081****Campaign Desc. :****Takata Recall – PG 4 & 5****2019050008****16V363/17V017  
18V043****19P9194003****Driver and Passenger Airbag**

This is to notify you of the **Recall Campaign** to replace the front driver-side and passenger-side airbags on approximately **2,691** Model Year (“MY”) 2008-2009 C63 AMG (204) vehicles. 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 24, 2019.

**Background****Issue**

Based on the defect decision of TK Holdings, Inc. (“Takata”), in certain frontal airbags produced by Takata used in certain Model Year 2008-2009 Mercedes-Benz vehicles, under specific circumstances, the front driver-side and/or passenger-side airbag inflator housing may explode during deployment due to excessive internal pressure. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for extended periods of time. A frontal airbag inflator explosion during deployment could result in sharp metal fragments striking the driver or other occupants, possibly causing serious injury or death. To remedy this concern, an authorized Mercedes-Benz Dealer will replace the front driver-side and passenger-side airbags **and insert a knee bolster on the upper steering column for affected vehicles.**

**What We’re Doing**

An authorized Mercedes-Benz Dealer will replace the front driver-side and passenger-side airbags and insert a knee bolster and two reinforcement screws on the upper steering column for affected vehicles. The steering wheel will not be replaced.

**Parts**

**Dealers must place VIN-specific orders based on the process outlined in the November 9<sup>th</sup> NCU from Supply Chain Management. Airbags and knee bolster will not be allocated to dealers and are Non-returnable.**

**Vehicles Affected****Vehicle Model Year(s)**

MY08-09

**Vehicle Model**

C63 AMGs (204),

**Vehicle Populations****Total Recall Population**

2,691

**Next Steps/Notes****Customer Notification Timeline**Customer letters will be mailed on May 31<sup>st</sup>.**AOMS/SOMS**

This recall may initiate questions from customers and the Media. Please ensure your dealers have read and understand this notice.

**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.

**Notes**

- Follow ALL steps of the work Instructions, and ensure Dealer Technicians view the AKUBIS videos.
    - Payment of claim will be tied to technician viewing video for this recall.
  - Any vehicles flagged with “Pending” **are NOT yet** included in this wave of the recall.
  - Utilize **MBSselect Plus** when appropriate – see NCU posted February 16, 2018
  - Recall information for customers:
    - Mercedes-Benz specific recall-related information: [www.mbusa.com/mercedes/recall](http://www.mbusa.com/mercedes/recall)
    - Mercedes-Benz Customer Assistance Center: 877-496-3691
- Industry-wide Takata information: [www.nhtsa.gov/recall-spotlight/takata-air-bags](http://www.nhtsa.gov/recall-spotlight/takata-air-bags)

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 1-877-496-3691.



## General Information – INTERNAL USE ONLY. DO NOT DISTRIBUTE

- Ensure that every dealership associate is aware of the Takata recall, and that customer-facing associates provide transparent information to customers.
- Refer to VMI in NetStar to determine which units in your inventory are affected by this safety recall. All vehicles with affected driver-side and passenger-side airbags are flagged, with a status of “Open”.
- Run a VMI check on all vehicles brought into your Service department to determine if they are affected by any recall.
- Always act with the principles of Customer Experience in mind.
- We have updated the [www.mbusa.com/recall](http://www.mbusa.com/recall) website to provide airbag part availability based on current registered State, Model Year, and Model. This will allow customers and dealers to look up general airbag replacement part availability independent of VIN. The output table below on the right will display which airbags are affected, and when the replacement airbag(s) will be available. Visit the website and select the respective information from the dropdown tables to see the airbag availability date. (See Part Availability Tool pictures below)

### Takata Replacement Airbag Availability

Please search for your vehicle using the options below. Only Takata-affected vehicles are listed. To check other recall information, please use the VIN Lookup Tool above.

Registration:

Note: If you cannot find your Make/Model/Model Year, your model is not involved in the Takata Recall.

Model Year:

Model:

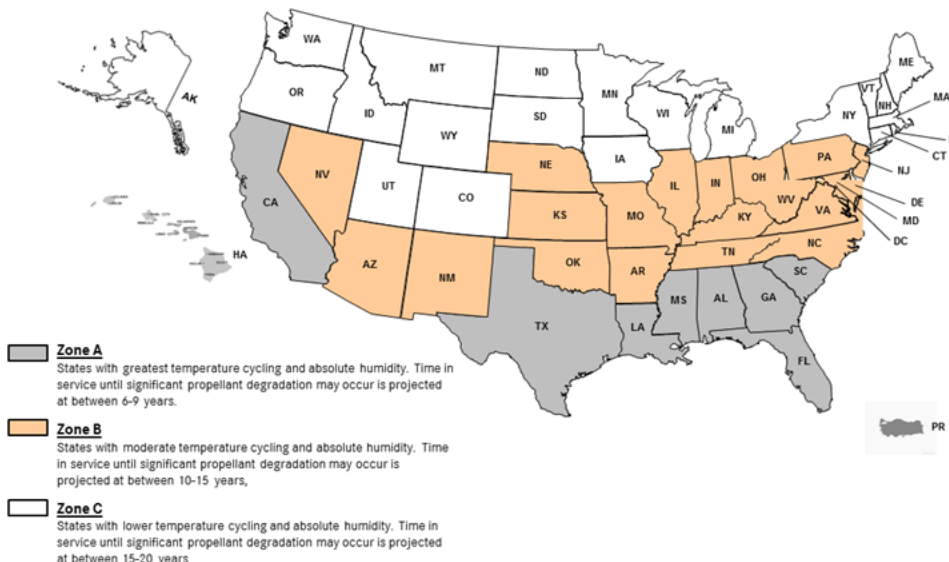
[Check Recall Status](#)

\*Please note that vehicles included in this recall have been organized into priority groups according to the state in which the vehicle is registered. A change in state registration may affect the vehicle's inclusion in a priority group.

### Airbag Availability for: 2012 GLK-Class, FL

| Affected Airbag Position | Estimated Part Availability Date |
|--------------------------|----------------------------------|
| Driver's Side            | March 2019                       |
| Passenger's Side         | March 2019                       |

You will be notified when parts are available at an authorized Mercedes-Benz dealership for your vehicle. If parts are available, please use the dealer locator tool below and schedule and appointment for your **FREE** repair.



**FAQ's – INTERNAL USE ONLY. DO NOT DISTRIBUTE****Is this recall comparable to similar recalls being conducted by other Manufacturers?**

Yes. This expanded recall campaign involves the Takata PSPI-5 (driver-side), PSPI-2 or SPI (passenger-side) inflators.

**What is the Inflator?**

The inflator is a device contained within the airbag assembly. It contains solid propellant wafers that are ignited in the event airbag deployment is necessary. When ignited, the wafers combust and create an inert gas that inflates the airbag.

**What other brands of airbags are installed in Mercedes-Benz vehicles?**

Various suppliers are used, and the airbag modules with integral inflators are generally specific to each model or model line. Other suppliers include Autoliv and TRW.

**My SRS lamp is on now; will the dealer repair my car with the same affected part?**

An illuminated SRS lamp can be caused by numerous components or even low battery voltage. An authorized Mercedes-Benz dealer can offer assistance diagnosing the SRS light as well as offer assistance repairing the issue through various incentive programs outlined in our recall repair instructions. Please review Attachment A for additional information.

**If a customer requests it, can the driver or passenger airbag be disabled?**

No. Federal Regulations prohibit airbag disablement. Also, as a leader in the safety field, we believe that the driver and passengers are always safer with the protection of the airbag when a collision event warrants a deployment. The airbag is designed to supplement the seatbelt and other restraint components. For these reasons, we will not authorize dealers to disable airbags.

**Can I get a loaner vehicle or alternate transportation until the parts are ready?**

Your dealer will be able to advise you if loaner or alternate transportation is available.

**I'm willing to stay in my car, but what is Mercedes-Benz going to do for me given this inconvenience?**

We will attempt to minimize any inconvenience and will inform the vehicle owners when parts are available. Please understand that this issue affects the entire automobile industry and is not simply a specific Mercedes-Benz issue.

**I demand that another type of airbag brand (not Takata) is installed in my car. Will you do this?**

Each airbag needs to meet strict US crash and safety design requirements. Each airbag design must be certified for the application. Therefore, it is not a simple change of supplier. We do not have other suppliers producing inflators to replace affected Takata-supplied PSDI-5 and PSPI-2 and inflators.

**Where can a customer have the recall work completed?**

Upon receiving the follow-up customer letter informing them that parts are available, our customers will be asked to contact their local authorized Mercedes-Benz dealership to arrange for an appointment to complete the **FREE** repair.

**Do I have to wait for a recall repair letter before I can have my vehicle fixed for this recall?**

Yes. We are in the process of obtaining the necessary parts to launch the recall. Once they are available, you will be sent a second letter asking you to schedule an appointment with your authorized Mercedes-Benz dealer to perform the repair.

**Do I need my owner letter to have the remedy performed?**

No, you do not need the owner letter to have this recall completed.



**How does a customer know whether their vehicle is affected by the recall?**

Any customers who are potentially affected will be mailed an interim letter. Customers can always check if their vehicle is affected by entering their VIN into the following site: [www.mbusa.com/mercedes/recall](http://www.mbusa.com/mercedes/recall)

**I'm in the military overseas with vehicle. If my car is affected by this recall, how do I get it taken care of?**

Overseas military personnel will receive notices like U.S. customers, and they will be similarly directed when to schedule the remedy service with their authorized Mercedes-Benz dealer.

**How does Mercedes-Benz obtain my mailing address?**

Mercedes-Benz utilizes the services of an industry provider who obtains mailing information for Recalls based upon each state's Department of Motor Vehicles (DMV) registration or title information for the vehicle. It is important to keep both your registration and title ownership and address information updated with your corresponding state's DMV and dealer. If you lease your vehicle, the lessor appears as the owner of your vehicle, and will receive the Recall notification. To comply with Federal Regulations, it is the responsibility of the lessor to forward a copy of the notice to the lessee within 10 days of receipt.

**How will the repair be communicated to MB customers in the US?**

Vehicle owners will receive a letter in the mail letting them know parts are available and to bring in their vehicle to their preferred authorized dealer of choice.

**When will parts be available?**

Parts are currently available for certain vehicle models 204, X204, 164, 203, 251, 207, 212, 197 and 171 in Priority Group 4, Zone A and Priority Group 5 A and Non-A. We have updated the [www.mbusa.com/recall](http://www.mbusa.com/recall) website to provide airbag part availability based on current registered State, Model Year, and Model.

Regarding all other future priority groups, Daimler AG, the manufacturer of Mercedes-Benz vehicles, is working with Takata and NHTSA, within the guidelines of the NHTSA Coordinated Remedy Program to secure parts for the recall repair. At this point we do not have information regarding when those parts will become available.

**Are there any vehicle symptoms that would indicate I should stop driving the car or take to a dealer?**

No. There is no symptom that would indicate if your vehicle has an air bag inflator that is potentially at risk of rupturing during deployment in a crash.

**Do I need to drive differently until my vehicle is repaired?**

No. Continue to drive with your seatbelt fastened and properly seated.

**Are there concerns with other airbags in the vehicle?**

No. This condition only applies to the driver and/or front passenger airbag inflator (check your VIN on [www.mbusa.com/mercedes/recall](http://www.mbusa.com/mercedes/recall)). Other Takata airbags in the vehicle are not affected by this condition.

**What makes Mercedes-Benz airbags safer than other affected Takata airbags?**

There have been no incidences of an airbag rupture in any Mercedes-Benz vehicles.

**I spend my winters in south Florida and have done so for the past 10 years, but my car is registered in a northern state. Why shouldn't my car have a higher priority?**

The data collected and examined by NHTSA demonstrates that long-term exposure to combined high heat and humidity creates the risk that a Takata inflator is likely to rupture. A vehicle that "winters" in a hot and humid location is not subjected to the same sustained periods of heat and humidity as a vehicle that has been driven in these conditions year-round for a prolonged period.



**What is the expected impact or risks related to this issue?**

In a crash where the air bag system deploys, the air bag inflator housing may explode. In the event of an inflator explosion, metal fragments could pass through the air bag material, which may result in injury or death to vehicle occupants. To date, we are not aware of any instances of exploded inflators in Mercedes-Benz vehicles.

**What types of repairs or replacements are needed?**

Authorized Mercedes-Benz Dealerships will replace the affected driver-side and/or passenger-side airbag for FREE on the affected vehicles when parts become available. Additionally, the dealer will insert a knee bolster on the upper steering column for affected vehicles.

**How long does this replacement take?**

Replacement is estimated to take up to 3 hours for both the front driver-side and passenger side airbags.

**Why are other models not included?**

Other models are not included because this recall pertains specifically to vehicles equipped with the Takata PSDI-5 or and PSPI-2 inflators.

**When did Daimler become aware of this potential issue? How long has Daimler been aware of this issue?**

Daimler was informed that Takata submitted a "Defect Information Report" to NHTSA on January 25, 2016, reporting a potential safety defect on SDI and PSDI-5 airbag inflators. On May 16, 2016, Takata submitted an additional "Defect Information Report" (DIR) to NHTSA that included PSPI-2 passenger-side airbag inflators. On January 3, 2017, Takata submitted another DIR that included additional PSPI-2 passenger airbag inflators. On January 2, 2018, Takata submitted another DIR that included additional PSPI-2 passenger airbag inflators. On January 9, 2019, Takata submitted another DIR that included additional PSPI-2 passenger airbag inflators. We are not aware of any cases with the failure mode reported by Takata on PSDI-5, or PSPI-2 airbag inflators in any of our vehicles.

**What costs will be incurred by the customer?**

When replacement parts become available, the airbag replacement will be conducted free of charge to customers.

**Can I continue to drive my vehicle?**

Yes. Daimler is not aware of a ruptured inflator in any of its vehicles associated with this recall. However, when you receive a letter asking you to have this service performed by an authorized Mercedes-Benz dealer, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

**Why are only certain vehicles affected within a specific production range?**

The affected vehicles were identified based on the "Defect Information Report" submitted by Takata.

**How does this recall differ from previous airbag recalls from other OEM's? If there isn't a difference, why is the recall only happening now?**

The recalls until this point affected different Takata inflators. For more information on the Takata industry wide situation, please visit this site: [www.safercar.gov/rs/takata/index.html](http://www.safercar.gov/rs/takata/index.html)

**What specific models are impacted for the passenger-side airbag?**

With this launch of Priority Group 4 and 5, C-Class (204) vehicles have the passenger side airbags included in the recall. Future models/recalls may contain additional passenger-side airbags.



**Which Models and MY's are affected in this Priority Group 4 and 5 Driver-side and Passenger-side airbag recall?** See vehicle chart below. However, please remember to **always check VMI!**

| Model   | Year(s)   |
|---------|-----------|
| C63 AMG | 2008-2009 |

**Why are other Mercedes-Benz models not included?**

Only vehicles equipped with the Takata PSPI-5 and/or PSPI-2 inflator are included.

**Have there been any reported injuries from faulty airbags in Mercedes-Benz vehicles?**

We are not aware of any incidences with the affected inflators in Mercedes-Benz vehicles.

**Can you guarantee me the airbag will not deploy inadvertently?**

The issue with the recalled Takata PSDI-5, or PSPI-2 inflators does not result in inadvertent airbag deployments.

Rather, the issue concerns the potential for a rupture during deployment. Visit your authorized Mercedes-Benz dealer if your vehicle's SRS light is illuminated. Please remember too that a properly functioning airbag system is designed to supplement, not replace, the seatbelt in protecting occupants in a crash.

**What injuries can I expect if the airbag deploys?**

For the affected Takata PSDI-5 and PSPI-2 inflators only, in a crash in which an air bag deployment is necessary, the air bag inflator housing may explode and result in metal fragments passing through the air bag material, which may result in injury or death to vehicle occupants. To date, we are not aware of any instances of ruptured inflators in Mercedes-Benz vehicles.





Mercedes-Benz

Campaign No. 2019050008, May 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 204 (C63 AMG only)**  
**Model Years 2008 – 2009**  
**Replace Driver-Side and Front Passenger-side Airbag and install Knee Bolster**

Based on the defect decision of TK Holdings, Inc. ("Takata"), in certain front driver and passenger side airbags produced by Takata used in certain Model Year 2008-2009 Mercedes-Benz vehicles, under specific circumstances, the front driver or passenger side airbag inflator housing may explode during deployment due to excessive internal pressure. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for extended periods of time. A front driver or passenger side inflator explosion during deployment could result in sharp metal fragments striking the passenger or other occupants, possibly causing serious injury or death. To remedy this concern, an authorized Mercedes-Benz dealer will replace the front driver and passenger side airbag on the affected vehicles, and install a knee bolster at the upper steering column.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always check VMI for any open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.
- **For more instruction on the SRS light – please see attachment A**

Approximately 2,691 vehicles are involved.

Order No. P-RC-2019050008

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!**

There is a risk of injury or death when performing testing or repair work on vehicles and when handling vehicle components. Be sure to read and observe all relevant safety instructions in WIS. This procedure must only be performed by trained personnel using proper tools and equipment.



**Note:** View driver-side and passenger-side airbag replacement videos prior to performing this procedure:

- **Location:** The Learning Link.
- **Course Code:**
  - X0069E-US.MTA (AKUBIS®: Driver's Airbag Replacement).
  - X0070E-US.MTA (AKUBIS®: Passenger's Airbag Replacement)
- Video is for reference purposes, be sure to follow work sequence and instructions in this Procedure as steps (i.e. addition of knee bolster) may not be found in video.

1.  Load the **Mercedes-Benz PartScan** App. on Apple® i-Phone® or Android® smart phone.

**Note:**

- For Apple® iPhone® Users: The *MB PartScan* App is designed for generations of iPhone 5s and newer. However, for optimal experience and performance, we advise that an iPhone 6 and newer be used for scanning with the *MB PartScan* App."
- Download app from Apple® store for iPhone® or Google® play for Andriod® (same as any other app download) then scan the QR code below to continue download (follow on-screen instructions).
- To install and transmit the data a WiFi connection is required.
- After downloading the App, a one-time security authentication is required by means of encrypted QR code. Verification can be performed by scanning the QR code below, before using the application.
- Ensure that only authorized personnel access to the QR Code the workshop receives.
- The following e-mail address is provided in the event UHD App support is required for the **Mercedes-Benz PartScan** App process: [Mbdiagnosis@mbusa.com](mailto:Mbdiagnosis@mbusa.com)



Figure 1

**i** Note: Prior to replacing airbag, please check for SRS errors or messaged in the instrument cluster:

- If an SRS error message is pending before start of work, **it must be documented and accounted for through the details outlined in Attachment A, page 17. Perform the recall repair accordingly.**

## Procedure

1. Move steering wheel all the way toward the driver and maximum up.

**i** This operation step ***must be carried out*** before continuing work in operation step 7!

2. Disconnect ground line from the on-board electrical system battery.

3. Remove driver airbag at the steering wheel.

**i** For basic data of model 204, see AR91.60-P-0660CW

**i** For vehicles with code 428, switch up the connector coupling for steering wheel gearshift button, rework to the new driver airbag (BT54.18-P-0002-01CW).

**i** Do not install the new driver airbag at the steering wheel until after the scan procedure in operation step 19.

#### 4. Remove steering wheel.

**Nm** Steering wheel screw at steering shaft **80 Nm**

**i** **Make absolutely sure** that the wheels are in the straight-ahead position before removal!

**i** After the steering wheel has been removed, the wheels must remain in the straight-ahead position until the work has been completed and must not be turned!

**i** **After this repair has been performed, the screw for the steering wheel must be marked with a color dot and reused. The thread is not cleaned and the residual micro encapsulation remains on the screw and thread of the steering column.**

**i** For basic data for models 204 see AR46.10-P-0100CW

**i** The serrations (A, Figure 2) on the steering wheel must be aligned with the marking (B, Figure 2) on the steering shaft.

**i** Check the position carefully before removal and position identically during installation.

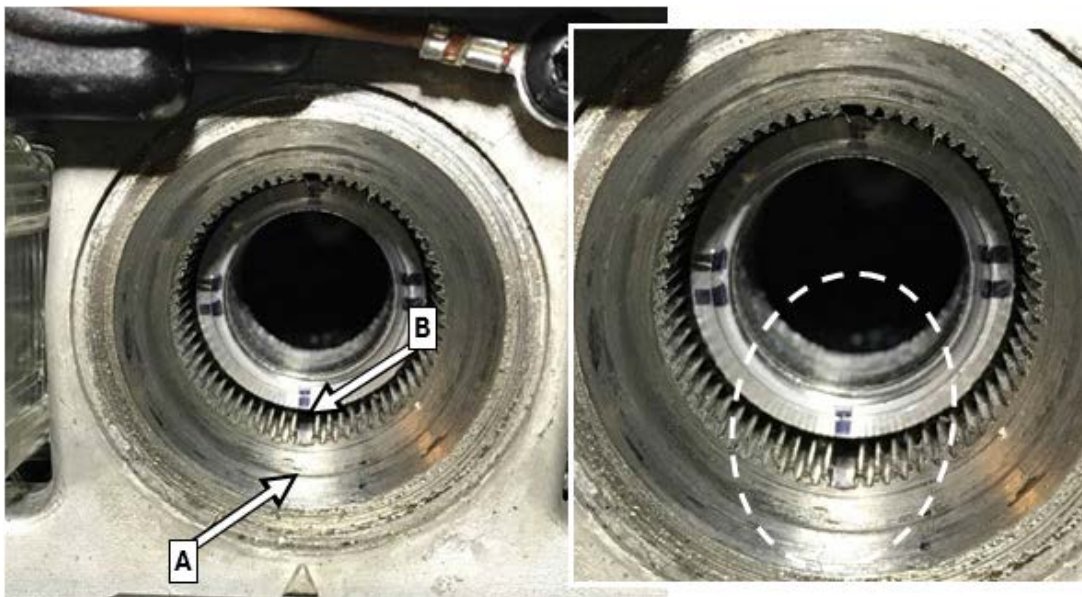


Figure 2

#### 5. Remove steering column switch module from steering column (Figure 3).

**i** Unclip the frame for the leather sleeve on the instrument panel.

**i** Lift steering column switch module with connected cables to the side.



Figure 3

6. Retrofit two screws (C, Figure 4) with part number A 001 989 62 29 on the inside of the dashboard left and right next to the honeycomb struts.

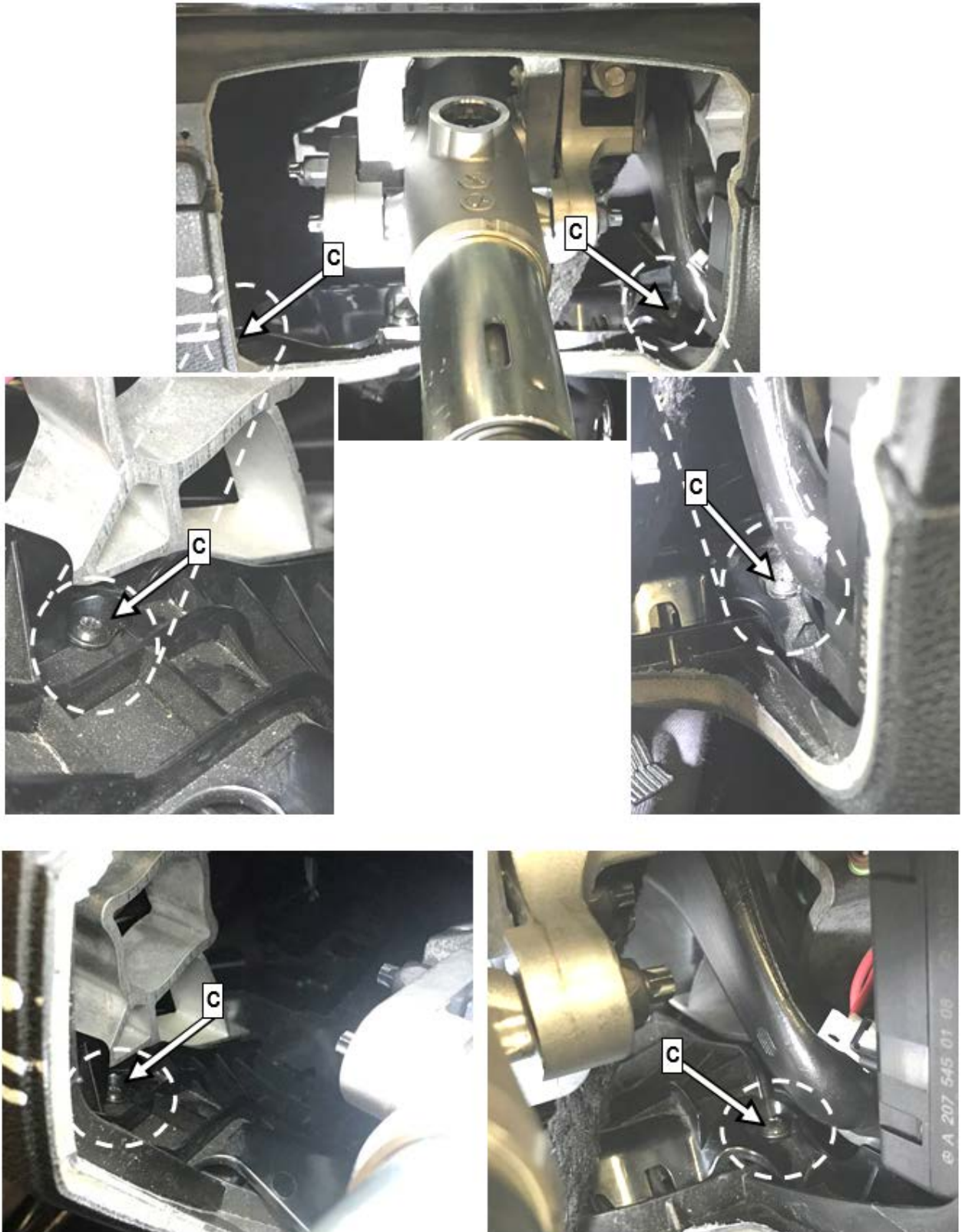


Figure 4

**7. Retrofit knee bolster (D, Figure 5) on steering column**

**i** The knee bolster will be pushed onto the steering column and holds by its retaining lugs.



**Figure 5**

8. Remove right A-pillar trim (E, figure 6).



Figure 6

9. Remove glove box housing

**i** For basic data of model 204, see **AR68.10-P-1200CW**

**i** Release inner retaining ring (**figure 7**) at the AUX connection towards the inside. The connection can then be removed from the glove box housing.

**i** Pull iPod cable **with** rubber grommet out of glove box housing until the connector plug makes contact with the housing. **Do not pull cable out of rubber grommet** because it is bonded to the rubber grommet and will otherwise be damaged!

**i** Pull out the iPod cable as far as possible and set down glove box housing on the windshield **with** exterior iPod cable connected (**figure 8**).



Figure 7



Figure 8

10. Remove air duct (B, figure 9) above the glove compartment.



Figure 9

11. Unclip and remove cover (G, figure 10) at the instrument panel on top.

**i** With a sound system, also remove speaker under the cover.



Figure 10

12. Remove center console (**AR68.20-P-2000CW**).

13. Remove automatic climate control and operating unit.

**i** For basic data of model 204, see **AR83.40-P-6350CW**

14. Remove trim (**H, figure 11**) around the instrument cluster.

**i** or basic data of model 204, see **AR54.30-P-6015CW**.



Figure 11

15. Remove the two bottom threaded connections (**J**, **figure 12**) of the instrument cluster.

**i** These screws are simultaneously fasteners for the instrument panel.

**i** The upper two screws do not need to be removed.



Figure 12

16. Remove four screws (**K**, **figure 13**) for fastening the instrument panel



Figure 13

17. Disconnect electrical contacts (**L**, figure 14) at the front passenger airbag.



Figure 14

18. Remove lock nuts (**H**, figure 15) for the front the passenger airbag.  
*i* Lock nuts should only be replaced if they are damaged. For more info see:  
 AH00.00-N-0001-01A / Modification notes 27.10.2016

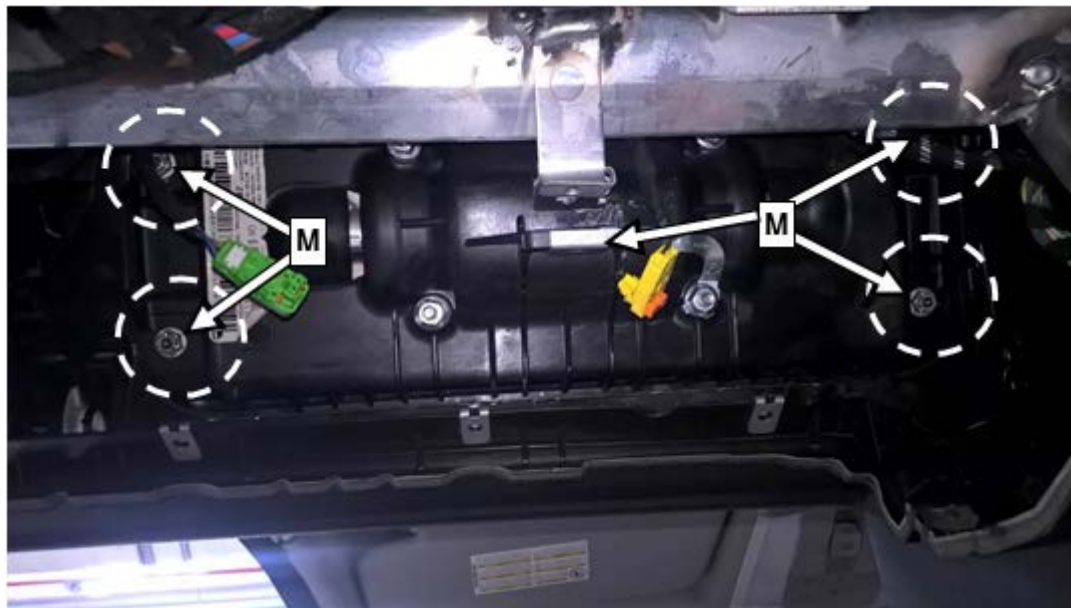


Figure 15

19. Slightly raise instrument panel at the front passenger side and remove the front passenger airbag in a downwards direction. Take special care not to crack the dashboard material. **DO NOT REMOVE THE DASHBOARD**

20. Use the "Scan VIN" button (**figure 16**) to scan the vehicle identification number either by the barcode or the text field.

**i** After scanning, compare the vehicle identification number that has been read in the app and correct any scanning errors manually.

**i** All required data can also be read off and entered manually.

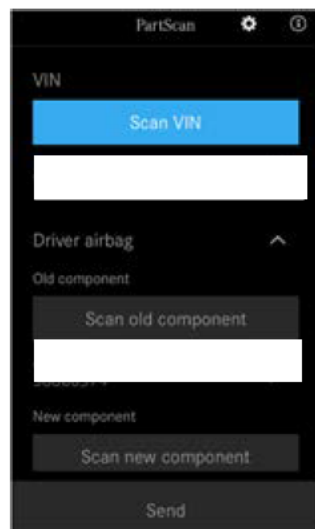


**Figure 16**

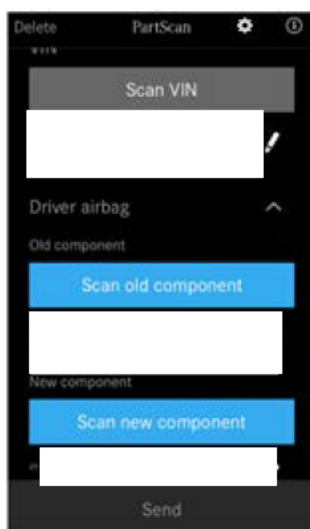


**Figure 17**

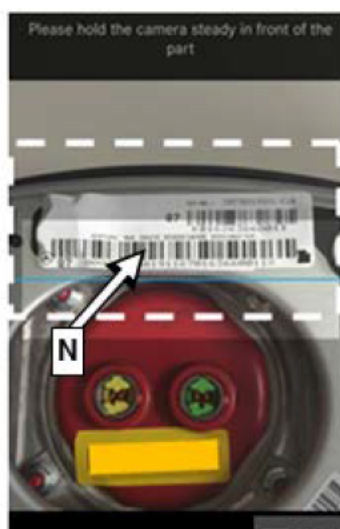


**Figure 18**

21. Scan barcodes of the removed driver airbag using the button "Scan old component" (**figure 17**).

**i** Ensure that the lower barcode (**N**, **figure 18**) is scanned.

**i** All required data can also be read off and entered manually.

22. Scan the barcodes of the new driver airbag using the button "Scan new component" (**figure 17**).

**i** Ensure that the lower barcode (**N**, **figure 18**) is scanned.

**i** All required data can also be read off and entered manually.

23. Repeat operation steps 21 and 22 on the old and new front passenger airbag.

24. Create a scan ID via the "Send" button (figure 19).

**i** The generated scan ID (figure 20) must be recorded in writing in the workshop order and then stored in a tamper-proof manner.

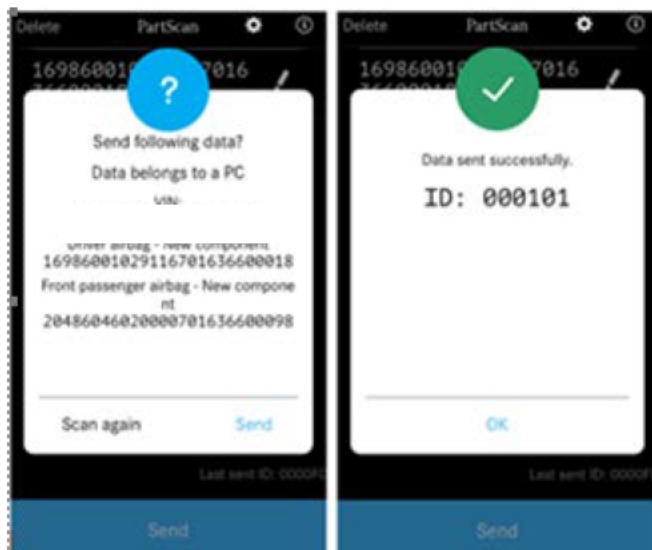


Figure 19

Figure 20

**i** For order invoicing, it is mandatory to enter the "ID" in the comment field of the EVA / VEGA application.

ID: \_ \_ \_ \_ \_

25. Install driver airbag at the steering wheel.

**Nm** Screw for airbag at steering wheel 8 Nm.

**i** Contrary to the work instructions in WIS, it is **not** necessary to check the supplemental restraint system with XENTRY/DAS following driver airbag replacement.

**i** For basic data for model 204, see **AR91.60-P-0660CW**.

**i** For vehicles with **code 428**, switch up the connector coupling for the steering wheel gearshift button, rework to the new driver airbag (**BT54.18-P-0002-01CW**).

26. Carefully insert the new front passenger airbag from below and fasten to the instrument panel with 4 nuts.

**i** Contrary to the work instructions in WIS, it is **not** necessary to check the supplemental restraint system with XENTRY/DAS following front passenger airbag replacement.

**Nm** Nut of front passenger airbag at instrument panel 5 Nm.

27. Place instrument panel back into position and install the air ducts (**P, figure 21**) correctly.

**i** The air ducts are pulled out when the instrument panel is raised.



Figure 21

28. Assemble in reverse order.

29. Connect ground line to on-board electrical system battery.

30. Turn the transmitter key in the electronic ignition lock to **position 1** and check whether the airbag indicator lamp (**R, figure 22 or 23**) correctly switches off after a few seconds.

**i** The SRS check is thus completely ensured after airbag replacement.

**i** If SRS light was preexisting, it must be verified that no newer codes are present.

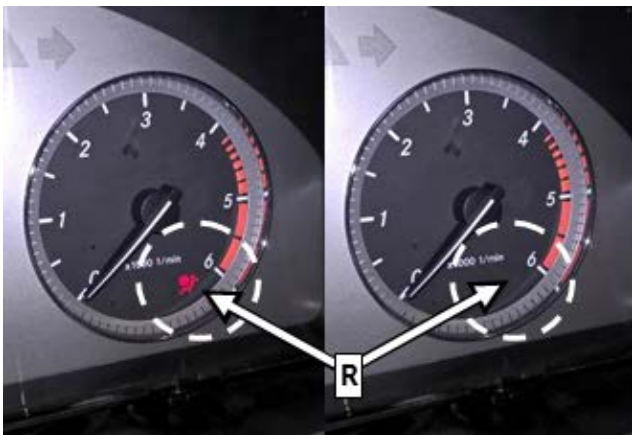


Figure 22



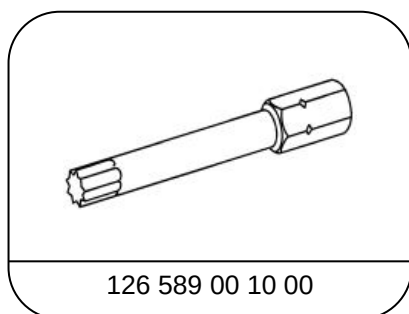
Figure 23

**i Note:**

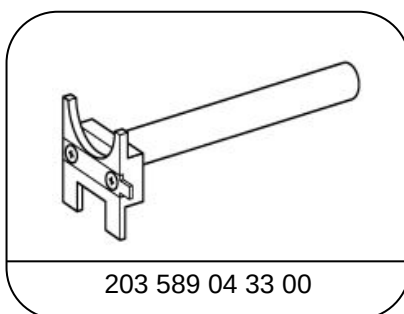
- Requested parts must be returned in accordance with the warranty parts return requirements section found in the policy and procedures manual.
- Use the attached hazmat shipping document as a guide for shipping airbags.

**Note** (regarding WIS documents referenced in this Procedure):

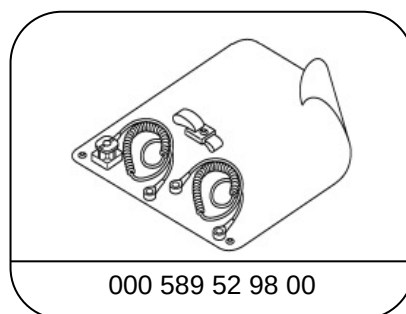
Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

**Special Tools**

Screwdriver bit



Removal lever



Electro Static Discharge (ESD) kit (or locally sourced equivalent)

**Primary Parts Information**

| Qty. | Part Name              | Part Number             | Estimated Replacement Rate |
|------|------------------------|-------------------------|----------------------------|
| 1*   | Driver airbag          | A 000 860 58 02 05 9116 | 100%                       |
| 1    | Front passenger airbag | A 204 860 12 00         |                            |
| 2    | Screw                  | A 001 984 62 29         |                            |
| 1    | Knee bolster           | A 204 689 14 00         |                            |

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

**Warranty Information**

---

**Operation:** Replace driver-side airbag and front passenger airbag and add knee bolster (02-3683)

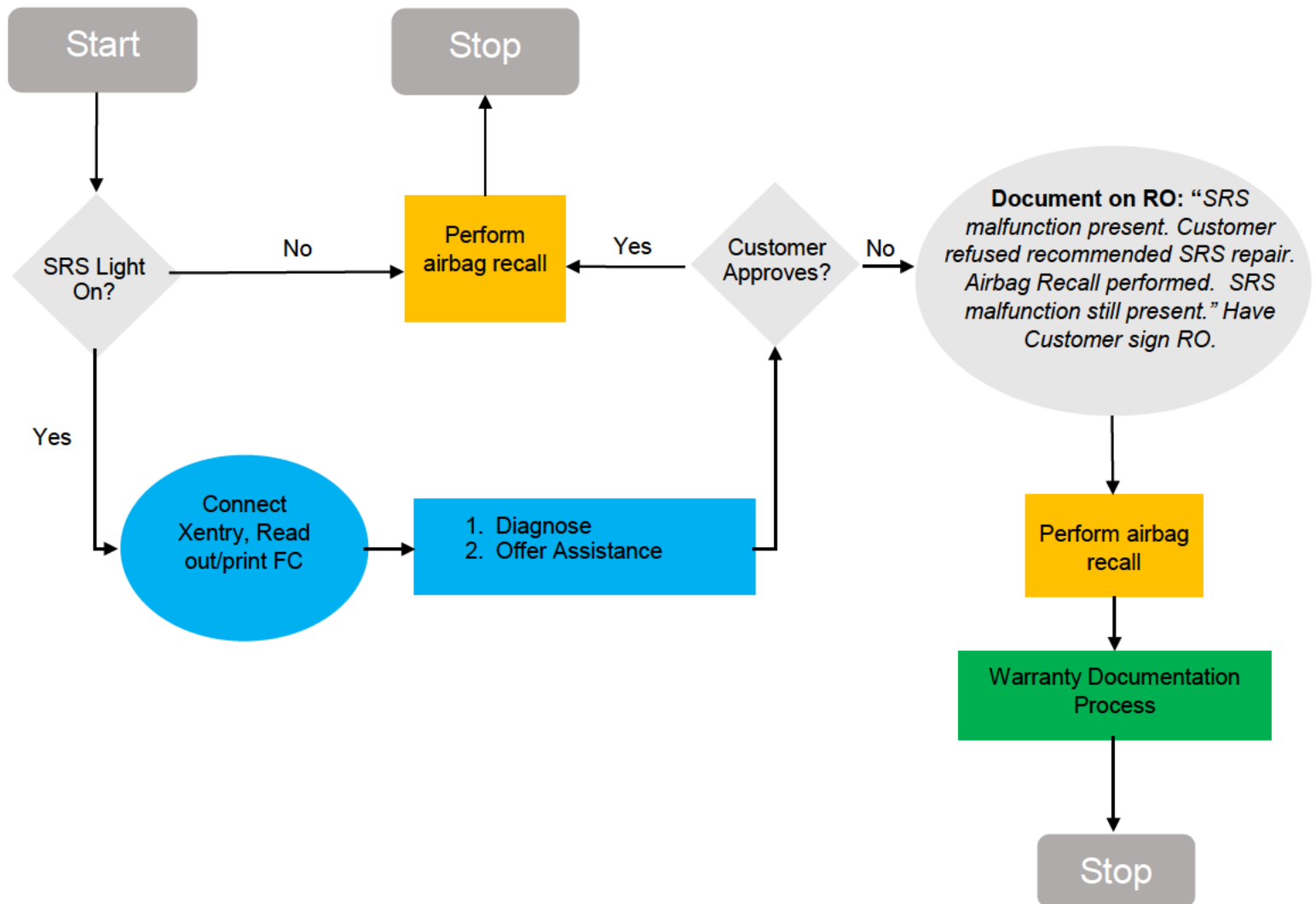
| <b>Damage Code</b> | <b>Operation Number</b> | <b>Labor Time (hrs.)</b> |
|--------------------|-------------------------|--------------------------|
| 91 940 03 7        | 02-3683                 | 1.8                      |

(Includes: Disconnecting and connecting ground cable of on-board electrical system battery).

**Note**

Operation Number labor times are subject to change.

# Attachment A - SRS Light Diagnosis/Repair Process - Takata Airbag Recall Only



## Legend

Claim against MB-Select Plus

Claim against Recall

Claim against new "21" damage code

## Warranty Documentation Process

1. Claim against new "21" damage code
  - a) **21664 00 Takata Diagnosis – No Repair**
2. Up to 2 hours diagnostic time permitted
3. Ensure diagnostic time is properly punched on RO
4. Ensure RO is documented properly
5. Attach RO to warranty claim





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## Hazardous Materials Shipping Instructions - GROUND

|                                                  |                                                                                                |
|--------------------------------------------------|------------------------------------------------------------------------------------------------|
| <b>Part Name:</b> Airbag<br><b>Part Numbers:</b> | <b>Hazardous Properties:</b><br>Contains initiating component which deploys (inflates) airbag. |
|--------------------------------------------------|------------------------------------------------------------------------------------------------|

| <b>STRAIGHT BILL OF LADING</b><br>ORIGINAL - NOT NEGOTIABLE                                                                                                                                                                                     |    |          |                           |                                |      |         |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----------|---------------------------|--------------------------------|------|---------|-------|
| PIECES                                                                                                                                                                                                                                          | IN | HM       | DESCRIPTION               | WEIGHT                         | RATE | CHARGES | CLASS |
| 1 box                                                                                                                                                                                                                                           |    | <b>X</b> | UN3268, Safety devices, 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. |    |          |                           |                                |      |         |       |
| <b>SHIPPER HazMat Employee Signs</b>                                                                                                                                                                                                            |    |          |                           | <b>CARRIER Name of Carrier</b> |      |         |       |
| <b>EMERGENCY CONTACT: CHEMTREC 1-800-424-9300</b>                                                                                                                                                                                               |    |          |                           |                                |      |         |       |

### Steps to Return an Airbag:

#### REQUIRED PACKAGING:

- Carefully open received box and remove new airbag. Keep box intact & save all contents!
- Place used airbag into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive tape 50 mm wide to secure the box closed. Do not obscure labels or text on the box with the tape.
- Ensure that the 4G fiberboard box is not ripped or damaged.

#### REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

#### REQUIRED PACKAGE MARKINGS:

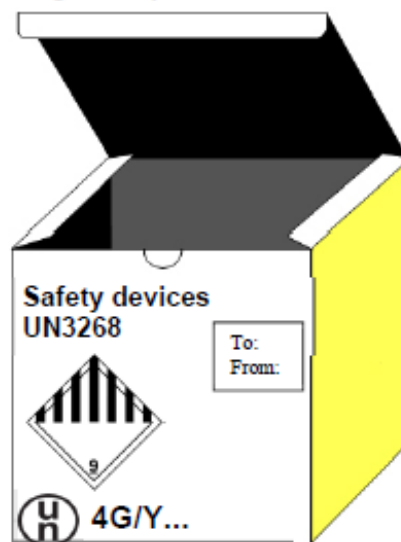
- The following words ("marking") must also be clearly visible on the same side of the box as the Class 9 label:  
**Safety devices**  
**UN3268** (font size must be  $\geq \frac{1}{2}$  inch)
- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

#### DOCUMENTATION:

- Include a HAZMAT bill of lading (see above example) with the package. For returns via DDS or FedEx Ground, the system will generate the Hazmat bill of lading.

#### COMMENTS:

- Note:** The Packing Group and the EX# are no longer required to be printed on the HAZMAT bill of lading.
- Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

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## Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

|                                    |                                                                                          |
|------------------------------------|------------------------------------------------------------------------------------------|
| Part Name: Airbag<br>Part Numbers: | Hazardous Properties:<br>Contains initiating component which deploys (inflates) airbags. |
|------------------------------------|------------------------------------------------------------------------------------------|

| STRAIGHT BILL OF LADING<br>ORIGINAL - NOT NEGOTIABLE |    |          |                                                |                                |      |         |       |
|------------------------------------------------------|----|----------|------------------------------------------------|--------------------------------|------|---------|-------|
| PIECE                                                | IN | HM       | DESCRIPTION                                    | WEIGHT                         | RATE | CHARGES | CLASS |
| 1 box                                                |    | <b>X</b> | <b>UN3268, Safety devices, 9 OVERPACK USED</b> | 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 Employee Signs</b>       | CARRIER <b>Name of Carrier</b> |
| EMERGENCY CONTACT: CHEMTREC 1-800-424-9300 |                                |

### Steps to Return Multiple Airbags in 1 Box:

#### REQUIRED PACKAGING:

- Carefully open received UN spec box and remove new airbag. Keep the box intact & save all contents!
- Place used airbag back into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive packaging tape 50 mm wide to secure box closed. Do not obscure labels or text on box with tape.

#### REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

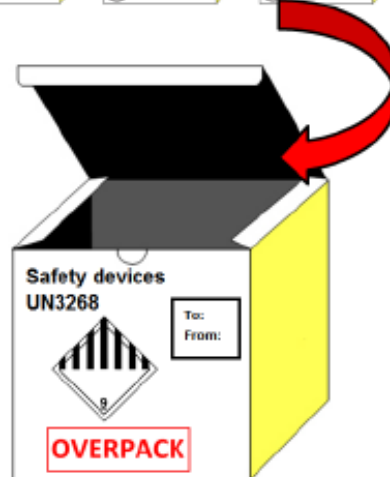
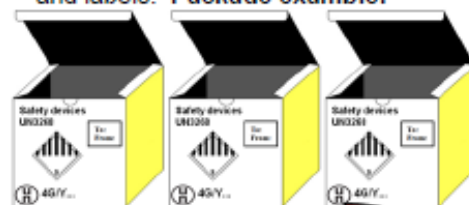
#### REQUIRED PACKAGE MARKINGS:

- The following words ("markings") must also be clearly visible on the same side of the box as the label:  
**Safety devices**  
**UN3268** (font size must be  $\geq \frac{1}{2}$  inch)
- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

#### OVERPACKS (more than 1 airbag sent as 1 shipment):

- Package each airbag in a separate UN spec box prepared with the labels/markings described above.
- Place each individual airbag box inside a larger non-UN spec box to keep the shipment together.
- This larger box is called an "OVERPACK."

- The OVERPACK must have the identical markings and label as the boxes contained inside.
- The OVERPACK must have the "OVERPACK" statement on the same face as the hazard markings and labels. **Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016