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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: Recall Campaign 2017050027 MY17 E-Class (213) Replace Driver Knee Bag	DATE: July 26, 2017

IMPORTANT RECALL LAUNCH INFORMATION

Please see the attached document for the subject recall campaign launch information.





RECALL CAMPAIGN LAUNCH NOTIFICATION

July 26, 2017

Campaign No. :	Campaign Desc. :	<h2>Replace Driver Knee Bag</h2>
2017050027	1704P91A75	
<p>This is to notify you of the Recall Campaign launch to replace the driver kneebag module on 597 Model Year 2017, Model 213 platform vehicles (E-Class). Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Please note that this update only accounts for a subset of a larger recall population initially identified in a prior NCU distributed on February 19, 2017.</p>		
Background		
Issue	Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform) the propellant mix ratio in the driver knee bag igniter might not meet manufacturing specifications. In a crash necessitating deployment of the driver knee bag, the igniter may not deploy, increasing the risk of injury to the occupants.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the driver knee bag module on the affected vehicles.	
Parts	Affected vehicles are flagged in VMI as "Open".	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	E-Class	
Vehicle Populations		
Total Recall Population	2112	
Total Vehicles in Dealer Inventory	106	
<p style="color: red;">Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 E-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "OPEN". Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</p> <p style="color: red;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p style="color: red;">Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent any MY17 E-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer interim letters were originally mailed June 2017. Additional customer notification letters will be mailed early August 2017.	
AOMS/SOMS	AOMs - 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.	
<p>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.</p>		



Mercedes-Benz

Campaign No. 2017050027, June 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 213, Model Year 2017**
Replace Driver Knee Airbag

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class (213 platform vehicles) the propellant mix ratio in the driver's kneebag igniters might not meet the manufacturing specification. Thus, in the event of a crash, the igniters might not deploy in situations where the kneebag airbag is required, thereby increasing the risk of injury to occupants. An authorized Mercedes-Benz Dealer will replace the driver's kneebag on affected vehicles

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.
- 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 597 vehicles are involved.

Order No. P-RC-2017050027


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.

Procedure



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.

1.  Start engine and check whether Supplemental Restraint System (SRS) indicator lamp (arrow, Figure 1) goes out after a few seconds.

i **Note:** Prior to replacing airbags, it must be ensured that:

- No errors are active in the SRS system (as described in this step).
- No SRS error messages are active in the instrument cluster (as described in this step).
- If an SRS error message is pending before start of work, it must be corrected. Fault corrections (repairs) are not claimable under this campaign.




Figure 1

2. Replace driver knee airbag, refer to WIS: AR91.60-P-0200LW.

i **Note:**

- Disconnect negative battery cable prior to removing airbag.
- It is not necessary to check the SRS system with Xentry diagnosis.
- Record airbag part number on the repair order.

3.  After installation of new airbag be sure to start engine and check whether SRS indicator lamp goes out after a few seconds (arrow, Figure 1).

i **Note:**

- Requested parts must be returned to the designated QEC test center 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.

i **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.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Driver knee airbag	A 213 860 03 02	100%

i **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:

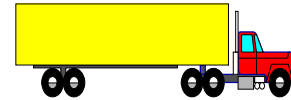
Warranty Information

Operation: Replace driver knee airbag for (02-9973)

Damage Code	Operation Number	Labor Time (hrs.)
91 930 48 7	02-9973	0.6

i **Note**

Operation Number labor times are subject to change.



Hazardous Materials Shipping Instructions - GROUND

Part Name: Airbag Part Number: Several	Hazardous Properties: Contains initiating component which deploys (inflates) airbag.
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STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	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.

SHIPPER HazMat Employee Signs	CARRIER Name of Carrier
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300	

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 UN specified 4G fiberboard box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package exactly 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 $\geq 1/2$ 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.

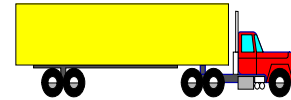
REQUIRED DOCUMENTATION:

- 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:**





Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbag	Hazardous Properties: Contains initiating component which deploys (inflates) airbags.
Part Number: A906 860 00 02 9051	

STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	UN3268, Safety devices, 9 OVERPACK USED	<i>Write gross weight of box here</i>			

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 HazMat Employee Signs	CARRIER Name of Carrier
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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:

