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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 2017020014 with Retail Hold MY 2017 117, 156, 207, 213 (CLA-Class, GLA-Class, E-Class Sedan, E-Class Coupe) Replace Front Passenger or Pelvic Airbag	DATE: February 17, 2017

IMPORTANT NEW RECALL RETAIL HOLD INFORMATION

Please see the attached document for the subject new recall campaign with retail hold.





RECALL CAMPAIGN NOTIFICATION WITH RETAIL HOLD ORDER

February 17, 2017

Campaign No. :	Replace Front Passenger or Pelvic Airbag
(TBD)	
This is to notify you of a new recall with a Retail Hold for certain CLA-Class (117 platform), GLA-Class (156 platform), E-Class Coupe (207 platform), E-Class Sedan (213 platform), vehicles.	
Background	
Issue	This Recall Campaign has been initiated because Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class and GLA/CLA vehicles (213/207/156/117 platforms) the propellant mix ratio in certain airbag igniters might not meet the manufacturing specification. Thus, in the event of a crash, the igniters might not deploy in situations where the pelvic airbag or the front passenger airbag is required. In a crash necessitating deployment of the front passenger or pelvic airbag, the airbag igniter may not deploy, thereby increasing the risk of injury to occupants.
What We're Doing	MBUSA will coordinate and conduct a voluntary recall to replace the front passenger or pelvic airbag on affected vehicles once parts become available.
Parts	Parts are not yet available, but may become available in early May 2017.
Vehicles Affected	
Vehicle Model Year(s)	2017
Vehicle Model	CLA-Class, GLA-Class, E-Class Coupe, E-Class Sedan
Vehicle Populations	
Total Recall Population	1051
Total Vehicles in Dealer Inventory	406
RETAIL HOLD ORDER	
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any new MY17 CLA-Class, GLA-Class, E-Class Coupe, or E-Class Sedan vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "Pending". Once the repair is complete, the vehicle may be sold or leased. See attached VIN file.</p> <p>Effective immediately, a Retail Hold is required for the 406 MY17 CLA-Class, GLA-Class, E-Class Coupe, or E-Class Sedan vehicles identified in the attached VIN list. The affected new vehicles that are in dealer inventory must be held and NOT retailed until further instructions are provided.</p> <p style="text-align: center;">- <u>Loaner and demonstrator vehicles may continue to be driven but must NOT be retailed.</u> -</p>	
Next Steps/Notes	
Customer Notification Timeline	Customer notification letters will be mailed at the end of May 2017, one week after the recall launch.
AOMS/SOMS	AOMs - If your name is copied on this email, you may have a dealer that has a vehicle affected by this recall in dealer inventory. Please forward this notice to your dealers ASAP to ensure that the retail hold of these vehicles is enforced until the vehicle is repaired. Next steps will be provided as soon as more information is provided to us.
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. Please contact Allen Ambulo (x2579) or me with any questions.	