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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 Launch 2017050021 MY17 447 (Metris) Replace Front Seatbelts	DATE: June 30, 2017

IMPORTANT RECALL LAUNCH INFORMATION

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





RECALL CAMPAIGN LAUNCH NOTIFICATION

June 30, 2017

Campaign No. :	Campaign Desc. :	Front Seatbelt Pretensioner Driver and Front Passenger
2017050021	VS2GUSTRAF	
This is to notify you of a Recall Campaign LAUNCH for certain Model Year 2017 Metris (447 platform) vehicles. Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. VINs will be flagged as "OPEN" in VMI on Friday, June 30, 2017.		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Metris vehicles (447 platform) the propellant mix ratio in the driver and front passenger seat belt pretensioner igniters might not meet manufacturing specifications. Thus, in the event of a crash, the igniters might not deploy in situations where the front seat belt pre-tensioners are activated, 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 potentially affected driver and front passenger seatbelts on the affected vehicles.	
Parts	Part are available and may be ordered as necessary	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	Metris	
Vehicle Populations		
Total Recall Population	305	
Total Vehicles in Dealer Inventory	135	
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "OPEN", and Work Instructions will be available in CV TekInfo. Once the repair is complete, the vehicle may be sold or leased.		
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.		
Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent any MY17 Metris vehicles covered by this notification until the vehicle has been repaired.		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters are scheduled to be mailed on July 7, 2017.	
AOMS/SOMS	AOMs -Please forward this notice to your dealers ASAP to ensure that the retail hold of dealer inventory vehicles is enforced until the vehicle is repaired.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA Strategic Account Manager for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
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.		



Mercedes-Benz

Campaign No. 2017050021, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447, Model Year 2017**
Replace Driver and Passenger Front Seat Belts

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Metris vehicles the propellant mix ratio in certain seat belt pre-tensioner igniters might not meet the manufacturing specifications. Thus, in the event of a crash the igniters might not deploy in situations where the front seat belt pre-tensioners are activated. In a crash of sufficient severity necessitating the deployment of the front seat belt pre-tensioner, the igniter may not deploy thereby increasing the risk of injury to the occupants. An authorized Mercedes-Benz dealer will replace the potentially affected front seat belts on the 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 305 vehicles are involved.


Order No. P-RC-2017050021

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.


 **Note:** Prior to replacing seat belts, 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 (shown on model 213)

2. Replace driver and passenger front seat belts, refer to WIS: AR91.40-S-1015E.


 **Note:** Disconnect negative battery cable on main battery and ECO start/stop battery prior to removing seat belt.

3. Supplemental information to referenced WIS instructions (AR54.10-S-0111E) for vehicles with floor air vent (A, Figure 2):
 - Remove 2 torx screws (arrows) then remove air vent (A)
 - Lift carpet behind front passenger seat base (B) to access rear bolts securing seat base (B).



Figure 2

i **Installation Note:**

- Ensure seat belt is not twisted.
 - Ensure that all applicable steps in the referenced WIS instructions are completed.
 - Reinstall removed components in reverse order.
 - Bolt for seat belt retractor must be replaced.
4.  After installation of new seat belt 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 seat belts.

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	Seat belt for driver's seat	A 447 860 19 85 9C94	100%
1	Seat belt for front passenger seat	A 447 860 20 85 9C94	
2	Bolt (seat belt retractor)	N 000 000 00 46 88	

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 front seat belt (02 9941)
 Extra work for vehicle with code MJ8 (02 9943)
 Extra work for vehicle with tie-down eye on door pillar (02 9944)
 Extra work for vehicle with grab handle for entrance (02 9945)
 Extra work for vehicle with code D50 or D51 (02 9946)

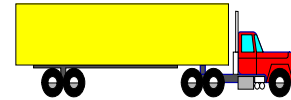
Damage Code	Operation Number	Labor Time (hrs.)
91 930 73 7	02 9941 *	0.7
	02 9943 *	0.3
	02 9944 *	0.1
	02 9945 *	0.1
	02 9946	0.2

* This operation number can be claimed up to 2 times.



Note

Operation Number labor times are subject to change.



Hazardous Materials Shipping Instructions - GROUND

Part Name: Airbag and/or Seatbelt Pretensioner Part Number: Several	Hazardous Properties: Contains initiating component which deploys (inflates) the airbag or initiates the seatbelt pretensioner.
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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	<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
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300	

Steps to Return an Airbag or Seatbelt Pretensioner:

REQUIRED PACKAGING:

- Carefully open received box and remove new part (airbag or seatbelt pretensioner). Keep box intact & save all contents!
- Place used part into replacement UN specified 4G fiberboard box, re-using any packaging material (e.g., cardboard inserts) used for the new part. Package exactly as the new part 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.

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.

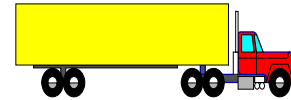
COMMENTS:

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





Mercedes-Benz



Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbags and/or Seatbelt Pretensioners Part Number: Several	Hazardous Properties: Contains initiating component which deploys (inflates) airbags or initiates the seatbelt pretensioner.
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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	<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
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300	

Steps to Return Multiple Airbags and/or Seatbelt Pretensioners in 1 Box:

REQUIRED PACKAGING (each airbag/seatbelt pret):

- Carefully open received UN specified 4G box and remove new part (airbag/seatbelt pretensioner). Keep the box intact & save all contents!
- Place used part back into replacement UN specified 4G box, re-using any packaging material (e.g., cardboard inserts) used for the new part. Package exactly as the new part 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 (each airbag/seatbelt pret):

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

REQUIRED PACKAGE MARKINGS (each airbag/seatbelt pretensioner):

- 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.

REQUIRED DOCUMENTATION (entire shipment):

- Include a HAZMAT bill of lading (see above example) with the package.

OVERPACK (entire shipment):

- Place each individual UN spec (noted above) inside a

larger non-UN spec box.

- Place each individual UN spec box (noted above) inside a larger non-UN spec box to keep shipment together.
- This larger box is an "**OVERPACK**."
- The Overpack box must have the identical **Class 9 label** and marked "**Safety devices**" and "**UN3268**" just as the boxes inside.
- Mark "**OVERPACK**" on the outside of the Overpack box on the same face as the hazmat markings and labels.

Package example:

