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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: New Recall Campaign MY17 205 253 222 (C-Class, GLC-Class, S-Class) Mix Ratio Front Seatbelt Pretensioners	DATE: May 2, 2017

IMPORTANT NEW RECALL INFORMATION with RETAIL HOLD

Please see the attached document for the subject new recall campaign.





NEW RECALL CAMPAIGN NOTIFICATION WITH **RETAIL HOLD**

May 2, 2017

Campaign No. :	Campaign Desc. :	Front Seatbelt Pretensioner Ignitor
TBD	TBD	
<p>This is to notify you of a new Recall Campaign to replace the front seatbelt on 12,743 Model Year 2017, Models 205, 253, 222 platform vehicles (C-Class, GLC-Class, S-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. All affected VINs will be flagged as "PENDING" in VMI on May 3, 2017.</p>		
Background		
Issue	<p>Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class, S-Class and GLC-Class vehicles (205/222/253 platform) the propellant mix ratio in certain seat belt pre-tensioner 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. In a crash of sufficient severity necessitating the deployment of the front seat belt pre-tensioner, the ignitor may not deploy thereby increasing the risk of injury to the occupants.</p>	
What We're Doing	<p>MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the potentially affected front seat belts on the affected vehicles.</p>	
Parts	<p>Parts are currently unavailable. An update will be communicated when parts are available for repair.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	C-Class, GLC-Class, S-Class	
Vehicle Populations		
Total Recall Population	12,743	
Total Vehicles in Dealer Inventory	3,166	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 C-Class, GLC-Class, S-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "PENDING". Once parts are available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star 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.</p> <p>Additionally, Given this notice, it is a violation of Federal Law for car rental companies to rent any MY MY17 C-Class, GLC-Class, S-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer interim letters are scheduled to be mailed in May 2017.	
AOMS/SOMS	AOMs - Recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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>		