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## newschannel update

то: Mercedes-Benz Dealer Principals, General	FROM: Thomas Brunner, Department Manager,
· ·	,
Managers, Sales Managers, Service Managers, Parts	Vehicle Compliance and Analysis, Engineering
Managers	Services
RE: Recall Campaign with Retail Hold	
2017050023 Passenger	
2017050024 Driver	DAME: lung 0, 2017
2017050025 Driver & Passenger	DATE: June 9, 2017
MY17 253 (GLC-Class)	
Front Seatbelt Pretensioner Igniter	

#### **IMPORTANT RECALL INFORMATION with RETAIL HOLD**

Please see the attached document for the subject recall campaign.







#### RECALL CAMPAIGN NOTIFICATION UPDATE

Campaign No. :	Campaign Desc. :
2017050023 Passenger	1704P91A94
20170500024 Driver	1704P91A95
2017050025 Driver & Psgr	1704P91A76

## Front Seatbelt Pretensioner Igniter Driver, Passenger, or Both

This is to notify you of a Recall Campaign **UPDATE** for certain Model Year 2017 253 platform vehicles (GLC-Class). Please review the recall information below. The recall campaign will be visible on the <a href="https://www.safercar.gov">www.safercar.gov</a> 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 May 2, 2017.

distributed on May 2, 2017.			
Background			
Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain G Class vehicles (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 situations where the front seat belt pre-tensioners are activated, increasing the risk of injury to the occupants.			
What We're Doing	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the potentially affected front seat belts (driver or passenger, or both) on the affected vehicles.		
Parts	The affected vehicles in dealer inventory can be repaired. These vehicles are flagged in VMI as "Open". Contact your AOM for further information on these vehicles. See the Recall bulletin posted in StarTekinfo under recall campaigns 2017050023, 2017050024, and 2017050025 for the respective seatbelt positions. Customer vehicles are flagged in VMI as "Pending".		
	Vehicles Affected		
Vehicle Model Year(s)	2017		
Vehicle Model	GLC-Class		
Vehicle Populations			
Total Recall Population	4566		
Total Vehicles in Dealer Inventory	Affected vehicles in dealer inventory are flagged as "Open".		

Given this notice, it is a <u>violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY17 GLC-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.

Additionally, given this notice, it is <u>a violation of Federal Law</u> for car rental companies to rent any MY17 GLC-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes			
Customer Notification Timeline Customer interim letters are scheduled to be mailed on June 23, 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.

Recall Campaign Bulletin

Recall Campaign Bulletin



Campaign No. 2017050023, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model 253, Model Year 2017

Replace Right Front Seat Belt

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC-Class vehicles (253 platform) the propellant mix ratio in certain seat belt pre-tensioner igniters might not meet manufacturing specifications. As a result, the igniters may not sufficiently deploy in situations where the front seat belt pre-tensioners are activated, decreasing the restraining capabilities of the seatbelts, increasing the risk of injury to occupants in the event of a crash. An authorized Mercedes-Benz dealer will replace the right front seatbelt 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 39 vehicles are involved.

Order No. P-RC-2017050023

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 belt, 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.
- Remove passenger front seat belt, refer to WIS: AR91.40-P-1010LW.

Note: Disconnect negative battery cable prior to removing seat belt.



Figure 1 (shown on model 213)



Figure 2

- 3. Supplemental information to above WIS instructions:
- Remove screw (A, Figure 2).
  - Upon installation, torque screw (A) to: 4 Nm.
- Remove retaining clamp (B).
- Pull seat belt (C) toward front (arrow) out of guide at front seat.
- 4. Install **new** seat belt in reverse order.

### i Note:

- Ensure seat belt is not twisted.
- Ensure that all applicable steps in the referenced WIS instructions are completed.
- 5. 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.
- 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	Right front seat belt	*	100%

<sup>\*</sup> Determine part number with chassis number and equipment code in EPC.

## 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 right front seat belt (02-9980).

Connect/disconnect battery charger (02-5058)

Star Diagnosis System (SDS), Connect/disconnect (02-4762)

Damage Code	Operation Number	Labor Time (hrs.)
91 902 01 7	02-9980	0.9
	02-5058	0.1
	02-4762	0.1



Operation Number labor times are subject to change.

Recall Campaign Bulletin



Campaign No. 2017050024, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model 253, Model Year 2017

Replace Left Front Seat Belt

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC-Class vehicles (253 platform) the propellant mix ratio in certain seat belt pre-tensioner igniters might not meet manufacturing specifications. As a result, the igniters may not sufficiently deploy in situations where the front seat belt pre-tensioners are activated, decreasing the restraining capabilities of the seatbelts, increasing the risk of injury to occupants in the event of a crash. An authorized Mercedes-Benz dealer will replace the left front seatbelt 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 26 vehicles are involved.

Order No. P-RC-2017050024

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 belt, 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.
- Remove driver front seat belt, refer to WIS: AR91.40-P-1010LW.

Note: Disconnect negative battery cable prior to removing seat belt.



Figure 1 (shown on model 213)



Figure 2 (shown on right front seat belt)

- 3. Supplemental information to above WIS instructions:
- Remove screw (A, Figure 2).
  - Upon installation, torque screw (A) to: 4 Nm.
- Remove retaining clamp (B).
- Pull seat belt (C) toward front (arrow) out of guide at front seat.
- 4. Install **new** seat belt in reverse order.

### i Note:

- Ensure seat belt is not twisted.
- Ensure that all applicable steps in the referenced WIS instructions are completed.
- 5. 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.
- 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	Left front seat belt	*	100%

<sup>\*</sup> Determine part number with chassis number and equipment code in EPC.

## 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 left front seat belt (02-9980).

Connect/disconnect battery charger (02-5058)

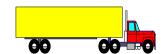
Star Diagnosis System (SDS), Connect/disconnect (02-4762)

Damage Code	Operation Number	Labor Time (hrs.)
91 902 02 7	02-9980	0.9
	02-5058	0.1
	02-4762	0.1



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.



#### **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  $>= \frac{1}{2}$  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:







# 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.



#### **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  $>= \frac{1}{2}$  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):**

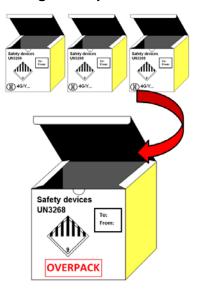
• Include a HAZMAT bill of lading (see above example) with the package.

#### **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 <u>Class 9 label</u> and marked "<u>Safety devices</u>" and "<u>UN3268</u>" just as the boxes inside.
- Mark "<u>OVERPACK</u>" on the outside of the Overpack box on the same face as the hazmat markings and labels.
- Package example:



Recall Campaign Bulletin



Campaign No. 2017050025, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model 253, Model Year 2017

Replace Left and Right Front Seat Belts

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC-Class vehicles (253 platform) the propellant mix ratio in certain seat belt pre-tensioner igniters might not meet manufacturing specifications. As a result, the igniters may not sufficiently deploy in situations where the front seat belt pre-tensioners are activated, decreasing the restraining capabilities of the seatbelts, increasing the risk of injury to occupants in the event of a crash. An authorized Mercedes-Benz dealer will replace the left and right front seatbelts 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 134 vehicles are involved.

Order No. P-RC-2017050025

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.
- Remove front seat belt, refer to WIS: AR91.40-P-1010LW.

Note: Disconnect negative battery cable prior to removing seat belt.



Figure 1 (shown on model 213)



Figure 2

- 3. Supplemental information to above WIS instructions:
- Remove screw (A, Figure 2).
  - Upon installation, torque screw (A) to: 4 Nm.
- Remove retaining clamp (B).
- Pull seat belt (C) toward front (arrow) out of guide at front seat.
- 4. Install **new** seat belt in reverse order.

### i Note:

- Ensure seat belt is not twisted.
- Ensure that all applicable steps in the referenced WIS instructions are completed.
- 5. 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).
- 6. Repeat procedure on opposite side.

## 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.
- 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	<b>Estimated Replacement</b>
			Rate
1	Right front seat belt	*	100%
1	Left front seat belt	*	

<sup>\*</sup> Determine part number with chassis number and equipment code in EPC.

## 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 right and left front seat belt (02-9978).

Connect/disconnect battery charger (02-5058)

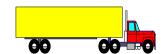
Star Diagnosis System (SDS), Connect/disconnect (02-4762)

Damage Code	Operation Number	Labor Time (hrs.)
91 902 50 7	02-9978	1.4
	02-5058	0.1
	02-4762	0.1

## i 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.



#### **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  $>= \frac{1}{2}$  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:







# 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.



#### **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  $>= \frac{1}{2}$  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 <u>Class 9 label</u> and marked "<u>Safety devices</u>" and "<u>UN3268</u>" just as the boxes inside.
- Mark "<u>OVERPACK</u>" on the outside of the Overpack box on the same face as the hazmat markings and labels.
- Package example:

