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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Initial Notification Passenger Occupant Classification System MY16-17 190 (AMG-GT)</b>	DATE: January 5, 2018

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION UPDATE





# INITIAL RECALL CAMPAIGN NOTIFICATION

January 5, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Occupant Classification System</b>
<b>TBD</b>	<b>PEND 190 OCS PEND 190 OCS SW</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> to update the occupant classification system software, and replace the seat cushion, if necessary, on <b>10</b> MY 2016-2017, Model 190 (AMG-GT) vehicles. Please review the recall information below. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on January 5, 2018.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain AMG GT vehicles (190 platform) with AMG Performance Seats, the passenger seat occupant classification system might not function as specified. The front passenger may be incorrectly classified resulting in the passenger airbag being incorrectly activated or deactivated.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the occupant classification system software on the affected vehicles and if necessary, exchange the passenger seat cushion on the affected vehicles.	
<b>Parts</b>	<b>Parts may not be required --- the repair is software based. Software is not yet available, an additional notification will be distributed once it is available for vehicle repairs.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016-2017	
<b>Vehicle Model</b>	AMG-GT	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	10	
<b>Total Vehicles in Dealer Inventory</b>	0	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 AMG-GT vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once remedy 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.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY16-17 AMG-GT vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer notification letters are scheduled to be mailed early January 2018.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	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>		