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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: Recall Campaign 2018040007 – Phase 1 Launch Notification Check Seatback Lock MY17 18 205 238 (C-Class, E-Class Coupe & Cabriolet)	DATE: April 27, 2018

IMPORTANT NEW RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

April 27, 2018

Campaign No. :	Campaign Desc. :	Seatback Lock
2018040007	1803P91A54	
<p>This is to notify you of the Recall Campaign LAUNCH concerning the driver and passenger-side seatback lock on 180 MY 2017 and 2018 Model 205 and 238 (C-Class Coupe & Cabriolet, E-Class Coupe & Cabriolet) vehicles. The recall campaign is visible on the www.safercar.gov website and may generate questions from customers.</p> <p>Please note that this update only accounts for a subset of a larger recall population initially identified in a prior NCU distributed on April 12, 2018. These vehicles will be flagged in VMI as "OPEN" on April 27, 2018. All other vehicles affected by the recall will continue to remain flagged in VMI as "PENDING".</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY17-18 C-Class and E-Class Coupes and Cabriolets (205 and 238 platform), the driver and/or passenger front seatback may not fully lock on the right hand side of each respective seat.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the seatback lock and replace the seat frame if necessary.	
Parts	Parts are available and may be ordered if necessary. Estimated replacement rate is 5%.	
Vehicles Affected		
Vehicle Model Year(s)	2017, 2018	
Vehicle Model	C-Class, E-Class	
Vehicle Populations		
Total Recall Population (Phase 1)	180	
Total Vehicles in Dealer Inventory	167	
Total MBUSA Internal Vehicles	8	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17-18 C-Class or E-Class Coupe/Cabriolet vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is 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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p style="text-align: center;">Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY17-18 C-Class or E-Class Coupe/Cabriolet vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	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>		



Mercedes-Benz

Campaign No. 2018040007, April 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 205 and 238 Model Years 2017 and 2018**
Check Seat Back Lock

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY17-18 C-Class and E-Class Coupes and Cabriolets (205 and 238 platform), the front seatback may not fully lock on the right side of each respective seat. An authorized Mercedes-Benz dealer will check the seat frame for the affected vehicles and replace it if necessary.

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 180 vehicles are involved.

Order No. P-RC-2018040007

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.

Check/Test procedure

1. Check whether the foldable seat backrest on the left and right locks correctly.

i Perform the scope of testing on both front seats!

i It is possible that **only** the left side of each seat backrest is locked.

i A seat backrest that is not locked on one side is **not displayed** in the instrument cluster.

i It is possible that only the right lock is affected on each of the front seats!

i **Repeat** the scope of testing **5 times** for each front seat! If the fault profile appears once, perform the work procedure!

1.1. Lock the front seat.

1.2. Apply the pulling and pressing movement to the seat backrest frame.

i The front seat is under no load.

i Perform the check on the upper part of the backrest with **both** hands.

i The play must be the **same** on both the right and left sides.

i If the play is not correct, the **right** side of the seat backrest has a **significantly larger amount of play** than the left (figures 1 and 2)!

i The **findings** from the check/test procedure must be **written on the work order** and then stored



Figure 1 (left front seat)



Figure 2 (right front seat)

- a. **Play** of the seat backrest frame **not** ok: Carry out **work procedure**.
- b. **Play** of the seat backrest frame is **ok**: **End measure**.

Work procedure

1. Remove front seat.

i For basic data of models 205.0/1/2/3 and 238, see **AR91.10-P-1000LW**.

i For basic data for model 205.4, see **AR91.10-P-1000LWR**.

2. Remove the cover from the seat backrest.

i For basic data, see **AR91.18-P-1820CLW**.

i If the vehicle does not have a motor for the head restraints, proceed as follows.

- 2.1. Press the clips on the **left/right** holder of the head restraint (**figure 3**).

i Depending on which front seat the head restraint is removed from.

- 2.2. Press release handle (**A**) of the front seat (**figure 4**).

- 2.3. Remove head restraint.

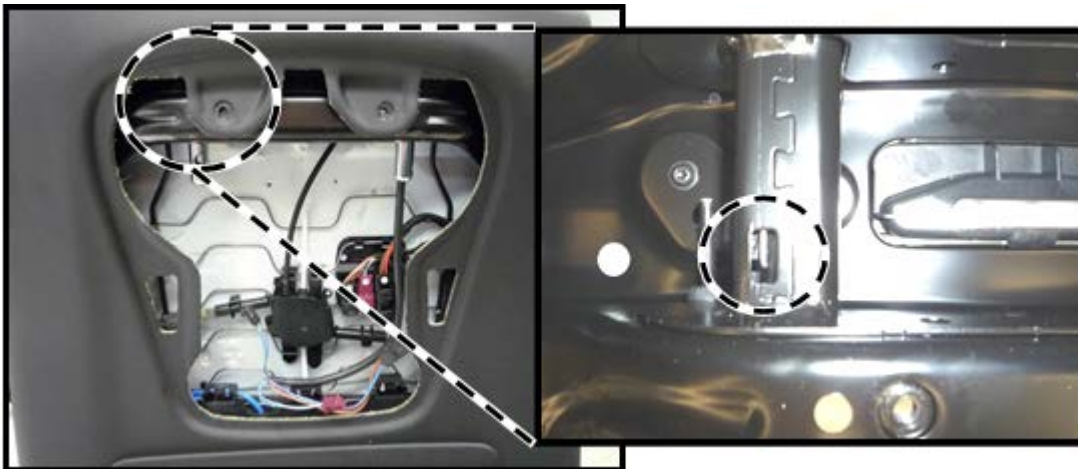


Figure 3




Figure 4


3. Remove the cover from the seat backrest.

 For basic data, see **AR91.10-P-1060LW**.

4. Remove side airbag unit.

 For basic data, see **AR91.60-P-0695LF**.

5. Remove air cushion from the lumbar support.

 For basic data, see **AR91.25-P-1445LW**.

6. Remove head restraint guide.

 For basic data, see **AR91.16-P-0050LW**.

7. Remove seat ventilation motors on the seat backrest. (if present)

 For basic data, see **AR91.30-P-1900LW**.

8. Remove motor of the head restraint on the front seat. (if present)

 For basic data, see **AR91.29-P-1432LW**.

9. Remove detachable parts on seat backrest frame.

9.1. Remove electrical wiring harness of the seat backrest.

9.2. Remove backrest seat shell.

9.2.1. Remove screws/bolts (figures 5 and 6).

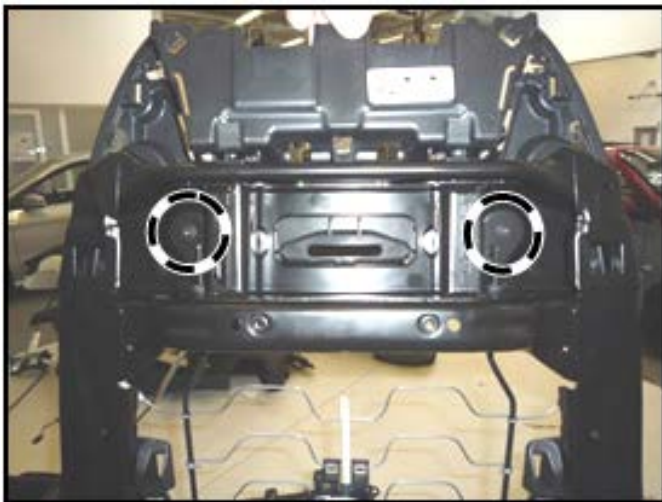
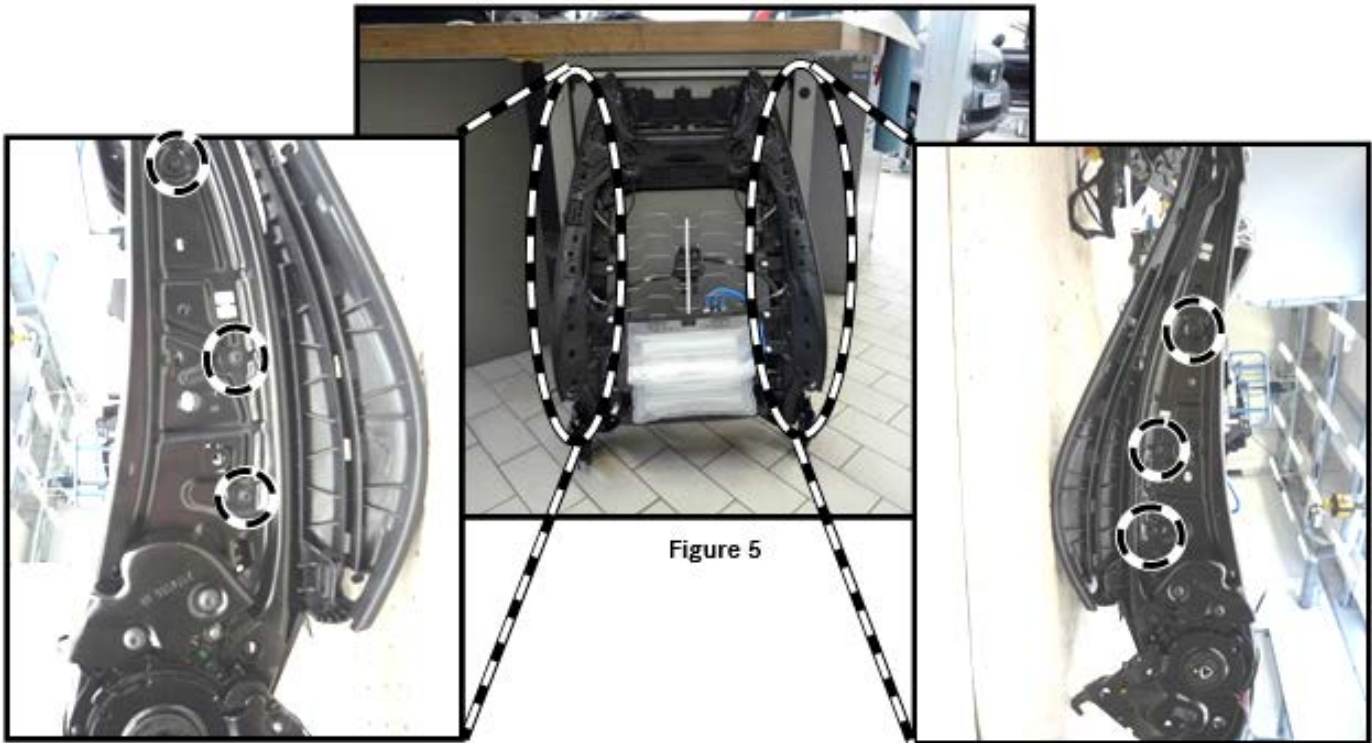


Figure 6

9.2.2. Unlock backrest seat shell below (figures 7 and 8).

9.2.2. Guide backrest seat shell out of seat backrest frame.

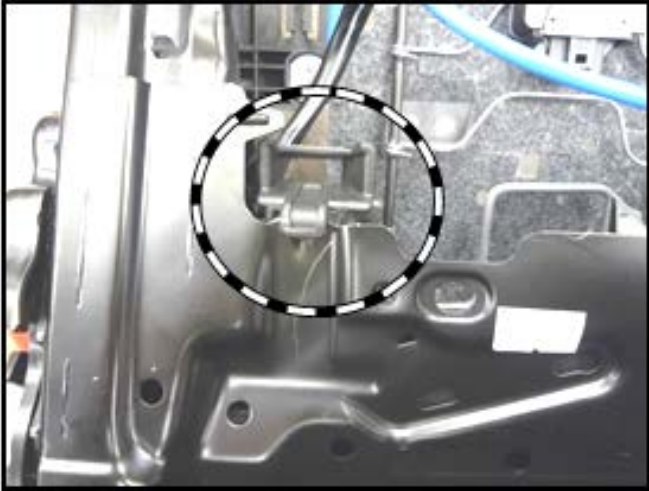


Figure 7



Figure 8

9.3. Remove microswitch for seat backrest adjustment locking.

9.3.1. Remove screws/bolts (figure 9).

9.3.2. Remove microswitch (B) (figure 10).



Figure 9

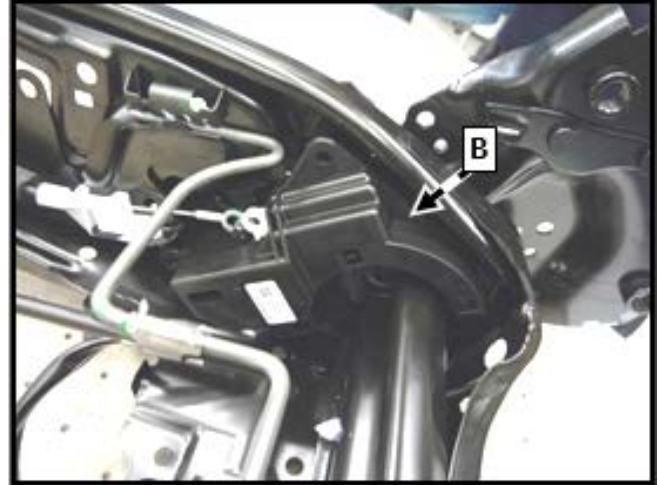


Figure 10

10. Replace seat backrest frame (C) (figure 11).



Figure 11

11. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required	Seat backrest frame, fully electric	A 000 910 17 03	5%
As required	Left seat backrest frame, partially electric	A 000 910 19 03	5%
As required	Right seat backrest frame, partially electric	A 000 910 20 03	5%

i Note: All part numbers must be verified by VIN in EPC unless otherwise stated.

Warranty Information**With Check Only**

Operation: Check seat backrest frame of left and right front seat (02-2287)

Damage Code	Operation Number	Labor Time (hrs.)
91 920 43 8	02-2287	0.1

With Check and Repair

Operation: Check seat backrest frame of left and right front seat (02-2287)
 Replace a seat backrest frame for front seat (after check) (02-2288)
 Replace seat backrest frame of left and right front seat (after check) (02-2289)

Damage Code	Operation Number	Labor Time (hrs.)
91 920 43 7	02-2287	0.1
	02-2288*	2.6
	02-2289*	5.0

* **Includes:** disconnect and reconnect ground line of the battery; remove and install front seat

i Note

Operation Number labor times are subject to change.