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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 Initial Notification Replace Driver Airbag Module MY18 190 253 (AMG GT-Class, GLC-Class)	DATE: April 11, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

April 11, 2018

Campaign No. :	Campaign Desc. :	Replace Driver Airbag Module
TBD	PEND 190 253 DSAB	
<p>This is to notify you of a new Recall Campaign concerning the Driver Airbag Module in 57 MY 2018 Model 190 and 253 (AMG GT-Class, GLC-Class) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on April 11, 2018.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain AMG GT-Class and GLC-Class (190 and 253 platform) vehicles may have been equipped with driver airbag modules containing potentially defective inflator housing material.	
What We're Doing	MBUSA will conduct a voluntary recall. Remedy parts are not yet available. An additional notification will be sent when the remedy becomes available in Q3 2018.	
Parts	Parts are not yet available.	
Vehicles Affected		
Vehicle Model Year(s)	2018	
Vehicle Model	AMG GT-Class, GLC-Class	
Vehicle Populations		
Total Recall Population	57	
Total Vehicles in Dealer Inventory	25	
Total MBUSA Internal Vehicles	1	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 AMG GT-Class or GLC-Class 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>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18 AMG GT-Class or GLC-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer interim letters will be mailed by May 28, 2018, and then a second notification approximately one week after the remedy becomes available in Q3 2018.	
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>		



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FAQ's – INTERNAL DEALER USE ONLY. DO NOT DISTRIBUTE

Is this campaign related to other Takata Airbag Recalls?

While Takata is also the supplier for the potentially affected airbags in this Recall Campaign, this campaign is not related to the potential degradation of the PSAN inflator propellant due to prolonged exposure to heat and humidity. The potential defect relates to a different component of the inflator, namely the inflator housing material.

Why are only certain vehicles affected within a specific production range?

The affected vehicles were identified as containing airbags from a specific supplier batch. The batch was identified through supplier testing.

What specific models are impacted?

A total of 55 GLC-Class and 2 AMG GT-Class vehicles were identified through production data.

Why are other Mercedes-Benz models not included?

Only vehicles equipped with airbags from the designated supplier production batch are included.

Which airbags are impacted?

Only the driver-side airbags for the 57 vehicles identified are impacted.

What is the Inflator?

The inflator is a device contained within the airbag module assembly that, in the event of a driver-side airbag deployment, inflates the airbag.

What is the Inflator Housing?

The inflator housing is the metal structure that encases the components of the inflator.

Where can a customer have the recall work completed?

Interim letters will be mailed in late May 2018, notifying owners of status, and a second letter will be mailed when parts are available. With the receipt of the second letter, our customers will be asked to contact their local authorized Mercedes-Benz dealership to arrange for an appointment to complete the repair.

If a customer requests it, can the driver airbag be disabled?

No. Federal Regulations prohibit airbag disablement. Also, as a leader in the safety field, we believe that the driver is always safer with the protection of the airbag when a collision event warrants a deployment. The airbag is designed to supplement the seatbelt and other restraint components. For these reasons, we will not authorize dealers to disable airbags.



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Do I have to wait for a recall repair letter before I can have my vehicle fixed for this recall?

Yes. We are in the process of obtaining the necessary parts to launch the recall. Once they are available, you will be sent a second letter asking you to schedule an appointment with your authorized Mercedes-Benz dealer to perform the repair.

Do I need my owner letter to have the remedy performed?

No, you do not need the owner letter to have this recall completed.

How does a customer know whether their vehicle is affected by the recall?

Any customers who are potentially affected will be mailed an interim letter. Customers can always check if their vehicle is affected by entering their VIN into the following site:

<http://www.mbusa.com/mercedes/recall>

Can I continue to drive my vehicle?

Yes. Daimler is not aware of an inflator housing failure in any of its vehicles associated with this recall. However, when you receive a letter asking you to have this service performed by an authorized Mercedes-Benz dealer, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Are loaner cars available to owners of recalled cars who are waiting for parts?

No. Since we haven't had any instances of this occurring in our vehicles and are doing the recall in an abundance of caution, there is no reason to offer a loaner vehicle.

Have there been any reported injuries from faulty airbags in Mercedes-Benz vehicles?

We are not aware of any incidences with the affected inflators in Mercedes-Benz vehicles.

Can you guarantee me the airbag will not deploy inadvertently?

The issue with the recalled inflator housing does not result in inadvertent airbag deployments. Rather, the issue concerns the potential for a housing failure during deployment. Visit your authorized Mercedes-Benz dealer if your vehicle's SRS light is illuminated. Please remember too that a properly functioning airbag system is designed to supplement, not replace, the seatbelt in protecting occupants in a crash.