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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 Launch Notification 2018100004 Passenger Occupant Classification System MY18-19 213 257 (E-Class, CLS-Class)	DATE: November 16, 2018

IMPORTANT RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

November 16, 2018

Campaign No. :	NHTSA ID	Campaign Desc. :	Occupant Classification System
2018100004	18V515	1807P91G21	
<p>This is to notify you of a Recall Campaign LAUNCH regarding the passenger seat occupant classification system on 345 Model Year (“MY”) 2018 - 2019 E-Class (213 platform) and CLS-Class (257 platform) 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 “OPEN” on November 16, 2018.</p>			
Background			
Issue	Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class and CLS-Class vehicles (213 and 257 platforms), the passenger seat occupant classification system might not function as specified. If a child seat is mounted in the front passenger seat, the passenger airbag might not be deactivated. In the event of a crash which necessitates deployment of the front passenger airbag, a child in the child seat may have an increased risk of injury due to the forces associated with the airbag deployment.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the passenger seat cushion on the affected vehicles.		
Parts	Parts are available and can be ordered as necessary. Please note that parts are VIN specific and must be ordered according to XPPI and the campaign bulletin.		
Vehicles Affected			
Vehicle Model Year(s)	2018 - 2019		
Vehicle Model	CLS-Class, E-Class		
Vehicle Populations			
Total Recall Population	345		
Total Vehicles in Dealer Inventory	16		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-19 CLS-Class, E-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 MY18-19 CLS-Class, E-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on November 26, 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>			



Mercedes-Benz

Campaign No. 2018100004, November 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models E-Class and CLS-Class vehicles (213 and 257 platform)
Model year 2018
Replace seat cushion for front passenger seat**

Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class and CLS-Class vehicles (213 and 257 platform) the passenger seat occupant classification system might not function as specified. If a child seat is mounted in the front passenger seat, the passenger airbag might not be deactivated. In the event of a crash which necessitates deployment of the front passenger airbag, the occupant of the child seat may have an increased risk of injury. An authorized Mercedes-Benz dealer will replace the passenger seat cushion for the 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 345 vehicles are involved.

Order No. P-RC-2018100004

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.

i Note:

- Use Xentry 9/18 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Procedure

1. Replace seat cushion for front passenger seat.

i For basic data for model **213**, see **AR91.10-P-3310LW**.

i For basic data for model **257 without code 275**, see **AR91.10-P-3310FR**.

i For basic data for model **257 with code 275**, see **AR91.10-P-3310FRA**.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Seat cushion	*	100%

* Determine the replacement part number by VIN using XPPI (Gr. 91/070/#190 or #5).

* If given two choices, select the part with Code 432 (heated seats).

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Replace seat cushion for front passenger seat (02-2439)

Damage Code	Operation Number	Labor Time (hrs.)
91 920 46 7	02-5058	0.1
	02-4762	0.1
	02-2439	1.9

i Includes: Disconnect/connect ground line of battery; remove/install front passenger seat; perform commissioning; extra work for: remove/install front seat on vehicles with mechanical seat cushion length adjustment.

i Note

Operation Number labor times are subject to change