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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 Launch Notification</b> <b>2018100002</b> <b>Rear Seatbelt C-Pillar Paneling</b> <b>MY16-18 X253 (GLC-Class)</b>	DATE: October 24, 2018

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION





# RECALL CAMPAIGN LAUNCH NOTIFICATION

October 24, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Rear Seatbelt C-Pillar Paneling</b>
<b>2018100002</b>	<b>1809P68C68</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> to add a felt strip to the rear C-pillar paneling on <b>4,080</b> MY 2016-2018 Model X253 (GLC-Class) vehicles. 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 "OPEN" on October 24, 2018.</p> <p>Note: This campaign affects a <b>separate population of vehicles</b> from previous notifications distributed in March and May 2018 under Campaign No. 2018030012. Vehicles affected by this campaign already have factory-installed buffer element, and <b>will only</b> require the felt strip.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC vehicles (X253 platform), the C-pillar paneling might not meet current production specifications. As a consequence, the outboard seatbelt latch plates might retract into the area between the c-pillar paneling and the rear side paneling. In the event this occurs, an outboard rear occupant might not be able to fasten the seat belt latch. If the rear seat passenger is not able to fasten the seatbelt, the risk of injury could increase.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. <b>An authorized Mercedes-Benz dealer will install a felt strip in the C-pillar paneling.</b>	
<b>Parts</b>	<b>Parts are available and can be ordered as necessary.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016-2018	
<b>Vehicle Model</b>	GLC-Class (X253 only)	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	<b>4,080</b>	
<b>Total Vehicles in Dealer Inventory</b>	101	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-18 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.</b></p> <p><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 MY16-18 GLC-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer letters will begin mailing on November 2, 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>		



Mercedes-Benz

Campaign No. 2018100002, October 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model X253 Model Year 2016-2018**  
**Rework trim on right and left C-pillars**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC vehicles (X253 platform), the C-pillar paneling might not meet current production specifications. As a consequence, the outboard seatbelt latch plates might retract into the area between the c-pillar paneling and the rear side paneling. In the event this occurs, an outboard rear occupant might not be able to fasten the seat belt latch. If the rear seat passenger is not able to fasten the seatbelt, the risk of injury could increase. **An authorized Mercedes-Benz dealer will install a felt strip in the C-pillar paneling.**

**Note:** This campaign affects a **separate population of vehicles** from previous notifications distributed in March and May 2018 under Campaign No. 2018030012. Vehicles affected by this campaign already have factory installed protective padding, and **will only require the felt strip.**

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 4078 vehicles are involved.

Order No. P-RC-2018100002

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

**i** The operation steps must be performed on both sides of the vehicle.

1. Release and remove luggage compartment cover.
2. Mask off D-pillar trims in trunk on both sides (**Figure 1**).



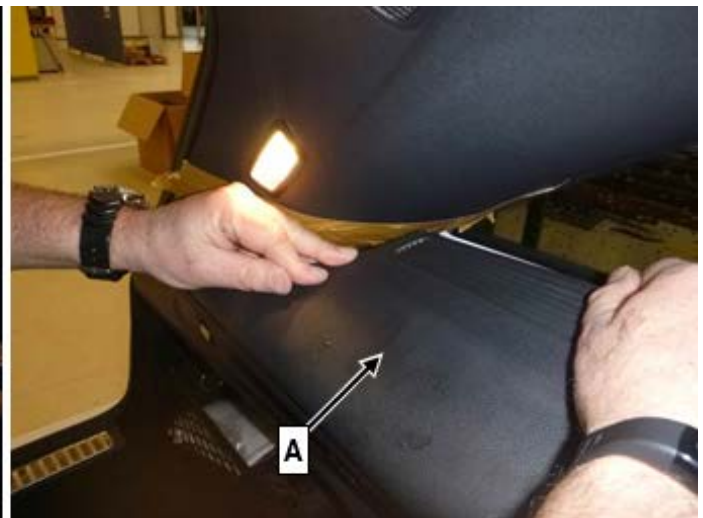
**Figure 1**

3. Release trunk linings (**A, figure 2**) at rear left and right on D-pillar using plastic wedge and manually unclip in upper area (**figure 3**).

**i** Press edge guard (**figure 2**) only slightly to side.

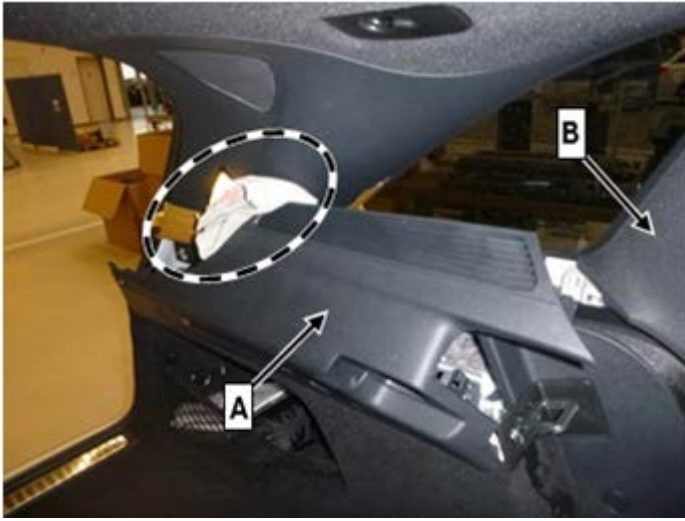


**Figure 2**



**Figure 3**

4. Place rag between D-pillar and trunk lining. **(figure 4)**



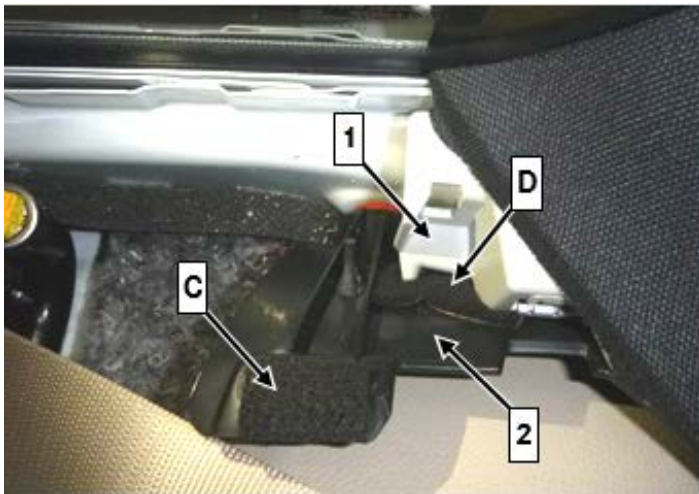
**Figure 4**

5. Glue in felt **(C, figure 5)**.

**i** Use **3 mm** felt!

6. Trap felt **(D)** between upper part **(1)** and lower part **(2)** of C-pillar **(figure 5)**.

**i** Use **3 mm** felt!



**Figure 5**



**Figure 6**

7. Push trim of C-pillar **(B, figure 6)** down to lowest possible position.

**i** Wear rubber gloves.

8. Assemble in reverse order.

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
*	Felt strip	A 000 983 89 10	100%

\*Felt strip - sufficient for 28 vehicles, submit as Local Purchase - FLS00053, Qty 1, handling is included.

**Warranty Information**

**Operation:** Rework C-pillar trim on left and right (02-2283)

Damage Code	Operation Number	Labor Time (hrs.)
68 912 36 7	02-2571	0.4

**i** **Note:** Operation Number labor times are subject to change.