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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 2018120009 Launch Notification Update Head Unit SW for Passenger Airbag Status MY 18-19 C-Class, GLC-Class (205, 253)	DATE: December 14, 2018

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

December 14, 2018

Campaign No. :	NHTSA ID	Campaign Desc. :	Update Audio 20 Head Unit SW
2018120009	18V838	18P8295004	
This is to notify you of a new Recall Campaign LAUNCH regarding the head unit software in 104,663 Model Year (“MY”) 2018- 2019 C-Class (205 platform), and GLC-Class (253 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 December 14, 2018.			
Background			
Issue	Daimler AG, (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in certain C-Class and GLC vehicles (205 and 253 platforms) equipped with Audio 20 head units, the status of the passenger side airbags might be displayed incorrectly in the center console. In this case, the user might not be informed correctly about the actual activation status of the passenger side airbags. As a consequence, the user might not be able to rely on the status of the front airbag as correct, increasing the risk of injury for the passenger in the event of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the head unit software of the affected vehicles.		
Parts	Parts are not required for the repair as the remedy is software-based.		
Vehicles Affected			
Vehicle Model Year(s)	2018, 2019		
Vehicle Model	C-Class, GLC-Class		
Vehicle Populations			
Total Recall Population	101,560		
Total Vehicles in Dealer Inventory	5,212		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY18-MY19 C-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 <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY18-MY19 C-Class or GLC-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 approximately January 2, 2019.		
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.		
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.			



Mercedes-Benz

Campaign No. 2018120009, December 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models C-Class (205 platform) and GLC-Class (253 platform)**
Model Year 2018, 2019
Update Audio 20 control unit software

Daimler AG, ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that in certain C-Class and GLC vehicles (205 and 253 platforms) equipped with Audio 20 head units, the status of the passenger side airbags might be displayed incorrectly in the center console. In this case, the user might not be informed correctly about the actual activation status of the passenger side airbags. As a consequence, the user might not be able rely upon the status of the front airbag as correct, which could increase the risk of injury for the front passenger in the event of a crash. An authorized Mercedes-Benz dealer will update the head unit software of 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 101,560 vehicles are involved.

Order No. P-RC-2018120009

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 Make sure that all currently available add-ons are installed for the processing of the measure. Xentry 12/18 should have been received on or before December 7, 2018.

i Note:

- Use Xentry 12/18 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.
- If XENTRY is already connected to the vehicle, start with operation step 2.

i If two or more software updates or SCN codings are performed during a workshop visit, the operation items **02-4762** and **02-5058** can only be invoiced once for each workshop order.

1. Connect **XENTRY/DAS**.

2. Update Audio 20 control unit software.

i To do so, select menu item "**Quick test view** ➡ **A26/17-Audio 20 (Audio)** ➡ **Adaptations** ➡ **Control unit update** ➡ **Update control unit software**".

i Then follow the user guidance in **XENTRY Diagnosis**.

3. Disconnect Xentry

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update Audio 20 control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
82 950 04 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

i Note
 Operation Number labor times are subject to change.