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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 Initial Notification Update Head Unit SW for Passenger Airbag Status MY 18-19 C-Class, GLC-Class (205, 253)	DATE: December 7, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

December 7, 2018

Campaign No. :	NHTSA ID	Campaign Desc. :	Update Audio 20 Head Unit SW
TBA	18V838	PEND AUDIO 20 SW	
<p>This is to notify you of a new Recall Campaign regarding the head unit software in 101,560 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 “PENDING” on December 7, 2018.</p>			
Background			
Issue	<p>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 react properly to a potential false passenger classification, increasing the risk of injury for the passenger in the event of a crash.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.</p>		
Parts	<p>Parts are not required for the repair as the remedy is software-based. The software is currently unavailable. An additional notification will be sent once the software is available for repairs.</p>		
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	5,287		
<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	<p>Customer letters will be mailed approximately one week after the remedy becomes available.</p>		
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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>			