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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 Passenger Airbag SW MY 18-19 GLC-Class (253)	DATE: January 4, 2019

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

January 4, 2019

Campaign No. :	NHTSA ID	Campaign Desc. :	Passenger Airbag Software
TBA	18V905	PEND 253 PSAB SW	
<p>This is to notify you of a new Recall Campaign regarding the airbag control unit software in 779 Model Year (“MY”) 2018-2019 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 January 4, 2019.</p>			
Background			
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”)18-19 GLC-Class (253 platform) AMG vehicles, the airbag control unit software parameters might not meet production specifications. This might lead to a delayed activation of the passenger airbag for an “unbelted 5th percentile adult female” in the event of a crash thereby increasing the risk of injury for the front passenger.		
What We’re Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.		
Parts	The remedy software is currently unavailable. An additional notification will be sent once the remedy is available for repairs.		
Vehicles Affected			
Vehicle Model Year(s)	2018-2019		
Vehicle Model	GLC-Class		
Vehicle Populations			
Total Recall Population	779		
Total Vehicles in Dealer Inventory	78		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-19 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>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 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 approximately one week after the remedy becomes available.		
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>			