

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 Mounting of A/B/C pillar covers MY19 222 (S-Class)	DATE: September 10, 2019

IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			September 10, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Mounting of A/B/C pillar covers
2019080006	19V584	19P6391004	
<p>This is to notify you of a Recall Campaign Launch regarding the mounting of A,B and C pillar covers on 1 Model Year (“MY”) 2019 S-Class (222 platform) vehicle. 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 September 10, 2019.</p>			
Background			
Issue	<p>Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year (“MY”) 2019 S-Class vehicle (222 platform), the A, B and C pillar covers might not be installed according to current production specifications. The incorrect installation of the A, B and C pillar covers could result in the detachment of the covers in the event of a crash necessitating the activation of the curtain airbag. Detachment of the covers could increase the risk of injury to vehicle occupants. Furthermore, the curtain airbag might not deploy as intended increasing the risk of injury in the event of a crash.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will rework the pillar covers on the affected vehicle.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	S-Class		
Vehicle Populations			
Total Recall Population	1		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 S-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. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 S-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	<p>The customer letter will be mailed approximately one week after the remedy becomes available to the dealer.</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>			





Mercedes-Benz

Campaign No. 2019080006, September 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class vehicles, (222 platform)
Model Year 2019
Rework torque of A-, B-, and C-pillar trims, as well as wheel arch liners**

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 S-Class vehicles, (222 platform) the A, B, and C pillar covers might not be installed according to current production specifications, an authorized Mercedes-Benz dealer will check the installation of the pillar covers on the affected vehicle and rework, if necessary.

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. Always Check VMI for any open campaigns, and perform accordingly.
- 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 1 vehicles are involved.

Order No. P-RC-2019080006

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 following work procedure must be performed on **both** A-, B-, and C-pillar trims, as well as the wheel arch liners.

The wheel arch liners as from the facelift are affected only if a side airbag in the rear (code 293) is installed.

1. Remove SRS cover on A-pillar and correct torque (**Nm** 5) (A, Figure 1).



Figure 1

2. Remove SRS cover on B-pillar and correct torque (**Nm** 5) (A, Figure 2).



Figure 2

3. Remove SRS cover on C-pillar and wheel arch and correct torque (**Nm** 5) (A, Figure 3).

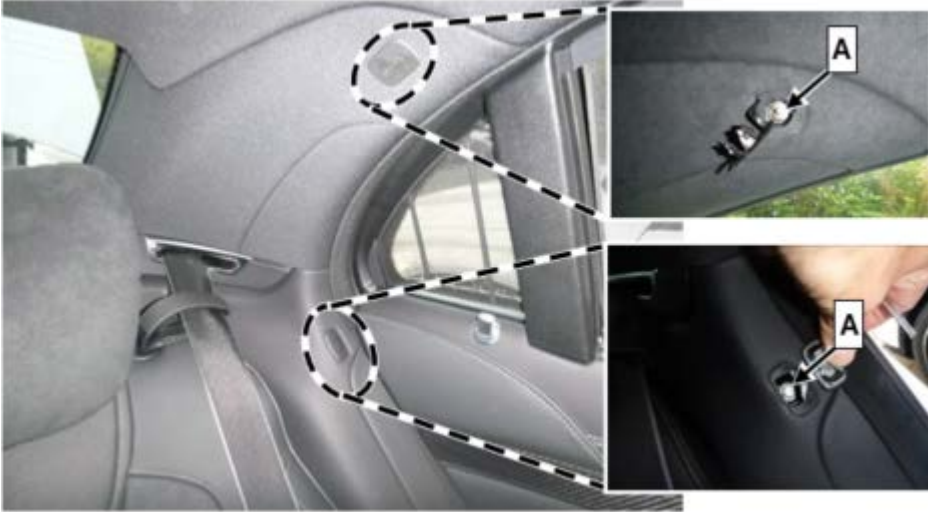


Figure 3

Warranty Information

Operation: Correct torque on pillar trims and wheel arch liners (02-1256)

Damage Code	Operation Number	Labor Time (hrs.)
63 910 04 8	02-1256	0.3

i Note

Operation labor times are subject to change.