

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 Check the Adjustment Range Limitation of the Passenger Seat MY19-21 213 (E-Class)	DATE: December 11, 2020

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			December 11, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Check the Passenger Seat Adjustment Range Limitation
2020110013	20V673	20P9190206	
<p>This is to notify you of the Recall Campaign Launch to check the adjustment range limitation of the passenger seat in 1,337 Model Year (“MY”) 2019-2021 E-Class (213 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 11, 2020.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019- 2021 E-Class vehicles (213 platform), the mechanical seat adjustment range limitation for the front passenger seat might not have been installed. In the event of a missing mechanical seat adjustment range limit stop, the position of the front passenger seat in relation to the airbag might deviate from the certified level, which could increase the risk of injury in the event of a crash with airbag deployment.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the mechanical seat adjustment range limitation for the front passenger seat on the affected vehicles and install it if necessary.		
Parts	The remedy is available and can be performed. Please note that the estimated installation rate is 10%. Parts should only be ordered in the event a replacement is required.		
Vehicles Affected			
Vehicle Model Year(s)	2019 - 2021		
Vehicle Model	E-Class		
Vehicle Populations			
Total Recall Population	1,337		
Total Vehicles in Dealer Inventory	133		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new MY19-21 E-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.</u></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 <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent MY19-21 E-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 December 18, 2020.		
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>			





Mercedes-Benz

Campaign No. 2020110013, December 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class vehicles (213 platform)**
Model Year 2019-2021
Check the Adjustment Range Limitation of the Passenger Seat

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019- 2021 E-Class vehicles (213 platform) the mechanical seat adjustment range limitation for the front passenger seat might not have been installed. In the event of a missing mechanical seat adjustment range limit stop, the position of the front passenger seat in relation to the airbag might deviate from the certified level, which could increase the risk of injury in the event of a crash with airbag deployment. An authorized Mercedes-Benz dealer will check the mechanical seat adjustment range limitation for the front passenger seat on the affected vehicles and install it if necessary.

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other 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 1,337 vehicles are involved.

Order No. P-RC-2020110013

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.

Check/test procedure

i Check that seat travel limiter is present at front and rear of seat frame base of front passenger seat.

1. Move front passenger seat to front-most/rear-most position.
2. Check for presence of seat travel limiter (**A, figure 1**).
 - a. Seat travel limiter present: **End measure**.
 - b. Seat travel limiter **not** present: Perform **work procedure**.

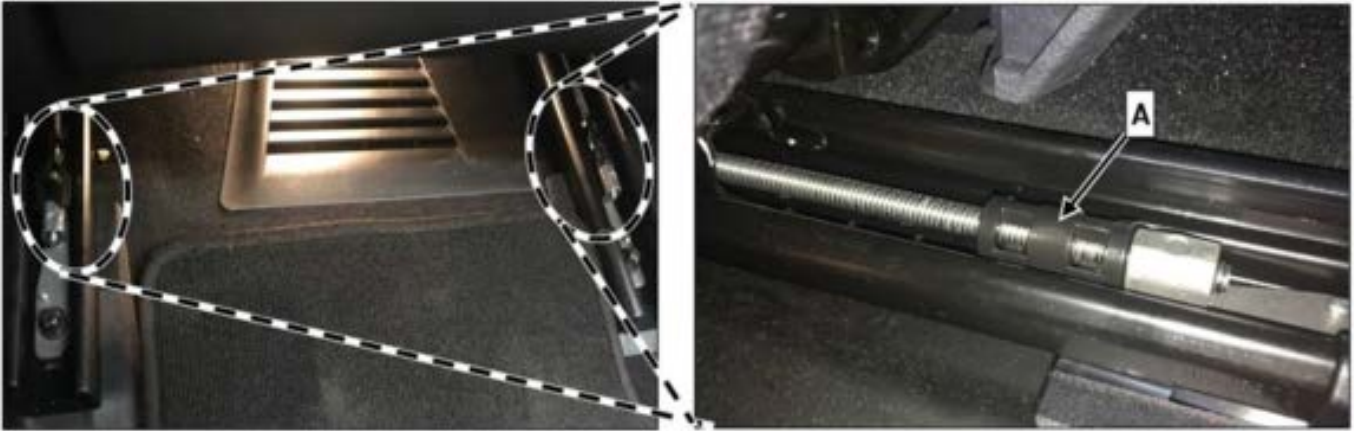


Figure 1

i The **findings** from the check/test procedure must be recorded **in writing in the workshop order** and then stored **in a tamperproof manner**.

Work procedure

1. Retrofit seat travel limiter (**figure 2**) at **rear** seat frame base of front passenger seat.
 - 1.1. Move front passenger seat to front-most position.
 - 1.2. Install seat travel limiter at left and right rear spindle.
 - i** To install, press travel limiter onto the spindle in the location shown in (**Figure 2**)
 - 1.3. Position seat travel limiter at rear limit stop of spindle.
2. Retrofit seat travel limiter (**figure 2**) at **front** seat frame base of front passenger seat.
 - 2.1. Move front passenger seat to rearmost position.
 - 2.2. Install seat travel limiter at left and right front spindle.
 - i** To install, press travel limiter onto the spindle in the location shown in (**Figure 2**)
 - 2.3. Position seat travel limiter at front limit stop of spindle.

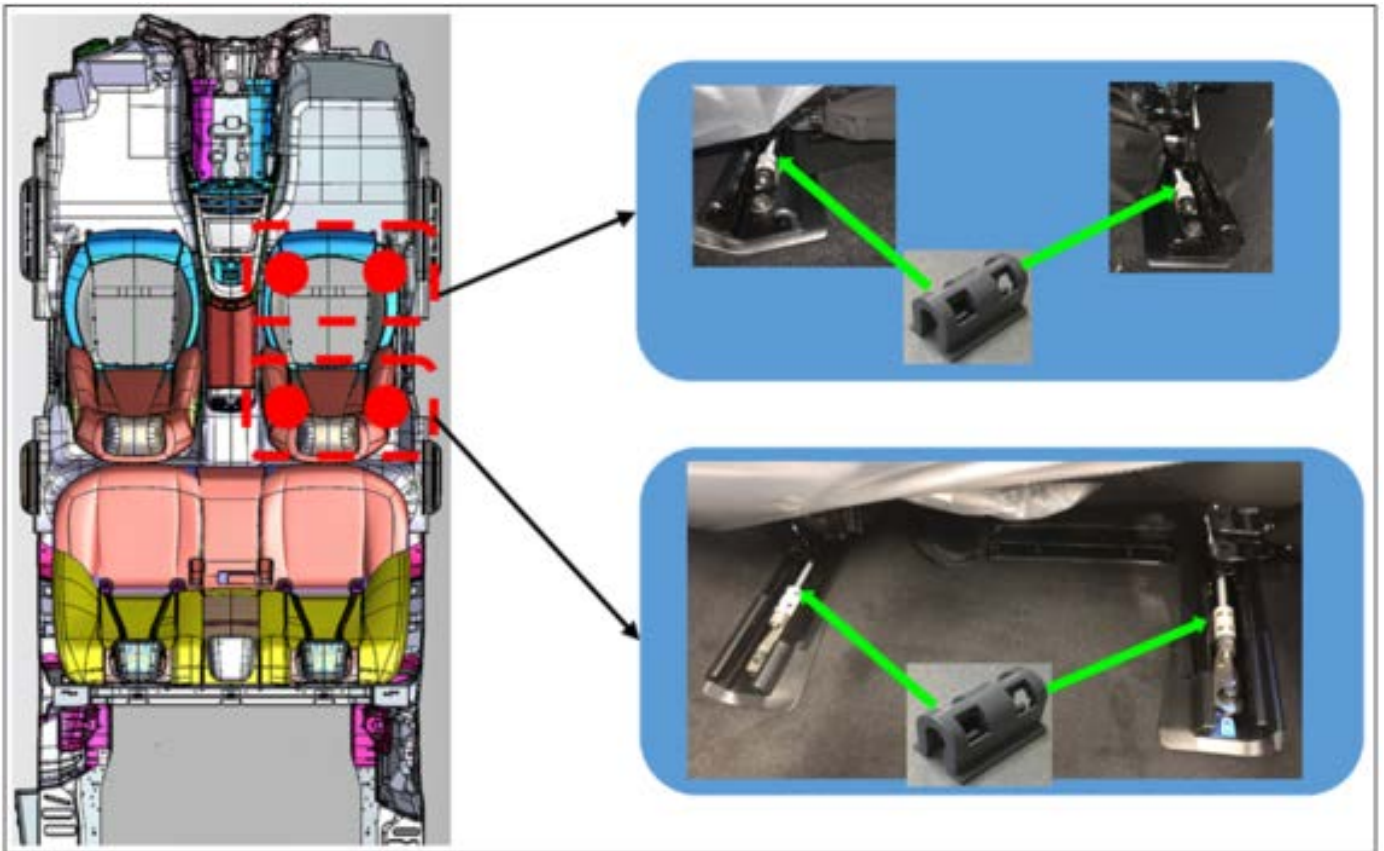








Figure 2


3. Connect XENTRY Diagnosis.

 **Note:**

- Use DAS/Xentry 12/16 with all associated patches or higher.
- Follow the steps exactly as described in DAS/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.

4. Perform normalization (teach-in processes) for "front passenger" electrical seat adjustment control unit.

 To do this, select menu item "**Quick test view**  **N32/2 Electrical seat adjustment "front passenger" with memory function (ESE "front passenger")**  **Adaptations**  **Teach-in processes**  **Normalization**".

 Then follow the user guidance in XENTRY Diagnosis.

5. Disconnect XENTRY Diagnosis.

Primary Parts Information

Qty.	Part Name	Part Number
4 (as required)	Travel limiter	A 213 919 28 00

i Small parts such as screws/bolts, lock nuts, sealing rings, cable ties, fluids, sealant etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

Warranty Information**With Check**

Operation: Check seat travel limiter at front passenger seat (02-1830)

Damage Code	Operation Number	Labor Time (hrs.)
91 902 06 8	02-1830	0.1

With Check and Repair

Operation: Check seat travel limiter at front passenger seat (02-1830)
Retrofit seat travel limiter at front passenger seat (02-1831)

Includes:

Install seat travel limiter

Connect/disconnect starter battery charger

Disconnect/connect vehicle diagnosis system (XENTRY Diagnosis)

Perform normalization of electrical seat adjustment control unit

Damage Code	Operation Number	Labor Time (hrs.)
91 902 06 7	02-1830	0.1
	02-1831	0.5

i Note

Operation Number labor times are subject to change.