



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 20, 2021

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC
13470 International Parkway
Jacksonville, FL 32218

NEF-107JK
21V-638

Subject: Incorrect Front Passenger Air Bag Installed

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES BENZ/C250/2012-2015
MERCEDES BENZ/C63 AMG/2012-2015
MERCEDES BENZ/E400/2015-2016
MERCEDES-BENZ/C350/2012-2015
MERCEDES-BENZ/E350/2011-2014

Mfr's Report Date: August 13, 2021

NHTSA Campaign Number: 21V-638

Components:

AIR BAGS:FRONTAL

Potential Number of Units Affected: 205

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2015-2016 E400 Coupe, 2012-2015 C250 Coupe, C350 Coupe, C63 AMG Coupe, 2011-2014 E350 Coupe, and 2012-2014 E350 Cabrio vehicles. An incorrect front passenger air bag may have been installed during a prior repair.

Consequence:

An incorrect air bag may not function properly in a crash, increasing the risk of injury.

Remedy:

Dealers will replace the front passenger air bag on the affected vehicles, free of charge. Owner notification letters are expected to be mailed September 3, 2021. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mercedes-Benz USA, LLC's contact for this recall will be Jennifer Kruger who may be reached by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement