

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 Front Seat Belts
MY17-21 A205 (C-Class Cabriolet)**

Date: February 19, 2021

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Check Front Seat Belts
2021020010	21V032	21P9190309	
<p>This is to notify you of a Recall Campaign launch to check the front seat belts on 24,550 Model Year ("MY") 2017-2021 C-Class Cabriolet (A205 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 February 19, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain C-Class Cabriolet vehicles (A205 platform) with PRE-SAFE might not meet the requirements of FMVSS 208, S7.4.5., as the front seat belts might not fully retract to its stowed position. In this case, certain regulatory requirements under FMVSS 208 might not be fulfilled. If the seatbelt webbing does not fully retract into its stowed position, the consumer may find the operation of the seatbelt inconvenient and not wear it, increasing the risk of injury in the event of a crash.</p>		
What We're Doing	<p>As a precautionary measure, an authorized Mercedes-Benz dealer will check the retraction function of the seat belts on the affected vehicles and adjust the damping foam within the B-pillar, if necessary.</p>		
Parts	<p>Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2017-2021		
Vehicle Model	C-Class Cabriolet		
Vehicle Populations			
Total Recall Population	24,550		
Total Vehicles in Dealer Inventory	49		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17-21 C-Class Cabriolet 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 MY17-21 C-Class Cabriolet vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately February 26, 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. 2021020010, February 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class Cabriolet vehicles (A205 platform)**
Model Year 2017-2021
Check Front Seat Belts (Driver and Passenger)

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain C-Class Cabriolet vehicles (A205 platform) with PRE-SAFE might not meet the requirements of FMVSS 208, S7.4.5., as the front seat belts might not fully retract to its stowed position. In this case, certain regulatory requirements under FMVSS 208 might not be fulfilled. If the seatbelt webbing does not fully retract into its stowed position, the consumer may find the operation of the seatbelt inconvenient and not wear it, increasing the risk of injury in the event of a crash. An authorized Mercedes-Benz dealer will check the retraction function of the seat belts on the affected vehicles and adjust the damping foam within the B-pillar, 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 24,550 vehicles are involved.

Order No. P-RC-2021020010

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

1. Pull out seat belt straps of driver's and front passenger's seat belts and let them retract (**Figure 1**).
i The seat belt strap **must** retract into its final position automatically. Provide manual assistance with rolling up the seat belt strap if necessary.

**Figure 1**

- a. Seat belt strap does **not** roll up into its final position automatically despite manual assistance: Carry out **work procedure**.
- b. Seat belt strap rolls up into its final position automatically: **End measure**.

Work procedure

i It is **not** necessary to replace the seat belts.

i Only the corresponding side of the seat belt that does not retract into its final position despite manual assistance with the seat belt strap must be reworked.

1. Disconnect ground line of battery

i For basic data, see **AR54.10-P-0003LW**.

2. Remove lower side trim in rear.

i For basic data, see **AR68.30-P-4784LWR**.

3. Loosen lower screw (**A**, **Hm** 30 Figure 2) on seat belt and remove seat belt.



Figure 2



Figure 3

4. Remove damping foam (**B**, Figure 3).

5. Use a suitable tool to create an opening as shown in **Figure 4**.
 - i** DO NOT exceed the cut area shown (**Figure 4 red box**).
 - i** The seat belt strap should not be in contact with the damping foam (**B**).



Figure 4

6. Assemble in reverse order.
 - i** Always ensure that the seat belt strap can move freely while installing the side trim and after reassembly. Jamming/pinching of the seat belt strap must be avoided

Warranty Information

Operation: Check driver's and front passenger's seat belts (02-1933)
 Rework only one seat belt (after check)(02-1934)
 Rework both driver's and front passenger's seat belts (after check)(02-1935)

Damage Code	Operation Number	Labor Time (hrs.)
91 903 09 8	02-1933	0.1
	02-1934	1.3
	02-1935	2.2

i Note
 Operation Number labor times are subject to change.