

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 Passenger-side Airbag Module MY11-16 C-Class and E-Class Coupe/Convertible (204, 207 platform)	DATE: August 20, 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



Recall Campaign Launch Notification			August 20, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Front Passenger-side Airbag Module
2021080016	21V638	21P9193113	
<p>This is to notify you of the Recall Campaign Launch to check the front passenger-side airbag module on 205 Model Year (“MY”) 2011-2016 C-Class and E-Class Coupe/Convertible (204, 207 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 August 20, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2011 - 2016 C-Class (204 platform) and E-Class Coupe/Convertible (207 platform) vehicles, a passenger-side airbag module may have been installed during a prior repair that is not approved for the model. In this case, the occupant restraint function of the front passenger airbag might not meet specifications. Thus, in the event of a crash with a front passenger airbag deployment, the risk of injury for the occupant might be increased.</p>		
What We’re Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will check the front passenger-side airbag module on the affected vehicles and replace it if necessary.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2011 -2016		
Vehicle Model	C-Class, E-Class Coupe/Convertible		
Vehicle Populations			
Total Recall Population	205		
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 MY11-16 C-Class and E-Class Coupe/Convertible 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 MY11-16 C-Class and E-Class Coupe/Convertible vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on September 3, 2021.		
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. 2021080016, August 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C204 and C/A207**
Model Years 2011-2016
Variant of Front Passenger Airbag

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2011 - 2016 C-Class (204 platform) and E-Class Coupe/Convertible (207 platform) vehicles a passenger airbag may have been installed that is not approved for the model during a prior repair.

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.

Approximately 205 vehicles are involved.

Order No. P-RC-2021080016

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.

**WARNING!**

There is a risk of injury or death when performing testing or repair work on vehicles and when handling vehicle components. Be sure to read and observe all relevant safety instructions in WIS. This procedure must only be performed by trained personnel using proper tools and equipment.



Note: View the passenger-side airbag replacement videos prior to performing this procedure:

- **Location:** The Learning Link.
- **Course Code:**
- X0070E-US.MTA (AKUBIS®: Passenger's Airbag Replacement)
- Video is for reference purposes, be sure to follow work sequence and instructions in this Procedure.

1.  Load the **Mercedes-Benz PartScan** App. on Apple® iPhone® or Android® smart phone.



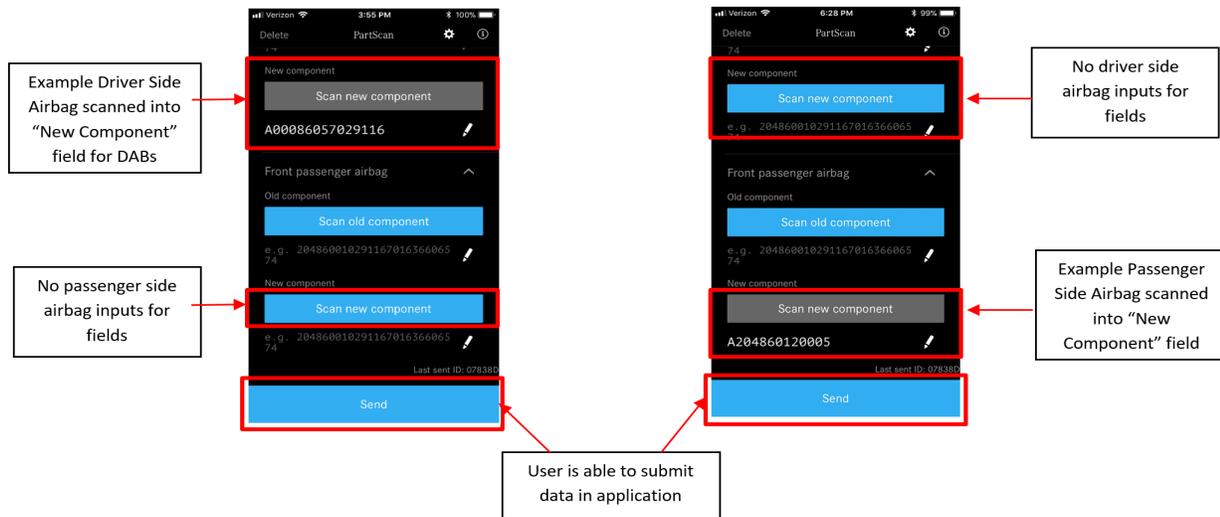
Note:

- For Apple® iPhone® Users: The *MB PartScan* App is designed for generations of iPhone 5s and newer. However, for optimal experience and performance, we advise that an iPhone 6 and newer be used for scanning with the *MB PartScan* App.”
- Download app from Apple® store for iPhone® or Google® play for Android® (same as any other app download) then scan the QR code below to continue download (follow on-screen instructions).
- To install and transmit the data a WiFi connection is required.
- After downloading the App, a one-time security authentication is required by means of encrypted QR code. Verification can be performed by scanning the QR code below, before using the application.
- Ensure that only authorized personnel access to the QR Code the workshop receives.
- The following e-mail address is provided in the event UHD App support is required for the *Mercedes-Benz PartScan* App process: Mbdiagnosis@mbusa.com



Figure 1

- The PartScan App must be utilized properly for every Takata airbag recall repair.
- If the VIN is missing, illegible or incomplete, it must be entered manually
- The airbag barcode scan may only be skipped if the barcode is missing, illegible or incomplete.
- **Never** scan a “dummy” barcode to skip the entry fields – See Example below
 - **When only the passenger airbag** replacement is required scan and only press the passenger airbag “scan old component”.
- Always make sure the proper airbag is scanned in the respective entry field in the App (driver airbag for driver-side, passenger airbag for passenger-side)
- Part Scan Examples: Driver-side airbag only and Passenger-side airbag only scans



i Before beginning work, there must be **no SRS fault message present** in the instrument cluster!

i If an SRS fault message is present before beginning work, it must be rectified. The **fault rectification must not be invoiced together with the recall!**

Work Procedure C204, C/A207 – Replace Passenger Airbag

1. Disconnect ground line from the on-board electrical system battery.
2. Remove right A-pillar trim (**A, figure 2**).



Figure 2

3. Remove glove box housing

i For basic data of model 204, see **AR68.10-P-1200CW**

i For basic data of model 207, see **AR68.10-P-1400EC**

i Release inner retaining ring (**figure 3**) at the AUX connection towards the inside. The connection can then be removed from the glove box housing.

i Pull iPod cable **with** rubber grommet out of glove box housing until the connector plug makes contact with the housing. **Do not pull cable out of rubber grommet** because it is bonded to the rubber grommet and will otherwise be damaged!

i Pull out the iPod cable as far as possible and set down glove box housing on the windshield **with** exterior iPod cable connected (**figure 4**).



Figure 3



Figure 4

4. Remove air duct (**B**, figure 5) above the glove compartment.

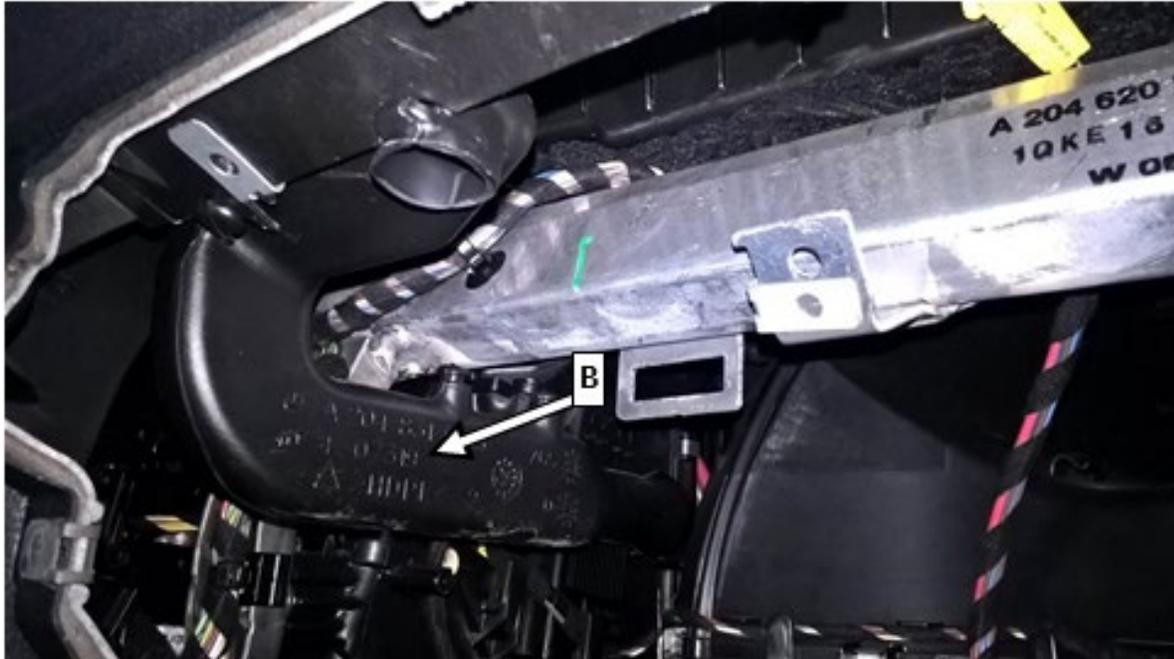


Figure 5

5. Unclip and remove cover (**C, figure 6**) at the instrument panel on top.

i With a sound system, also remove speaker under the cover.



Figure 6

6. Remove center console (**AR68.20-P-2000CW**).

7. Remove automatic climate control and operating unit.

i For basic data of model C204, see **AR83.40-P-6350CW**

i For basic data of model 207, see **AR83.25-P1124EC**

i On vehicles beginning with facelift 03/11, the center air vent with trim element and radio must be removed in order to remove the automatic climate control operating unit.



Figure 7

8. Remove trim (**D, figure 8**) around the instrument cluster.



For basic data of model C204, see **AR54.30-P-6015CW**.
For basic data of model 207, see **AR54.30-P-6015EZ**.

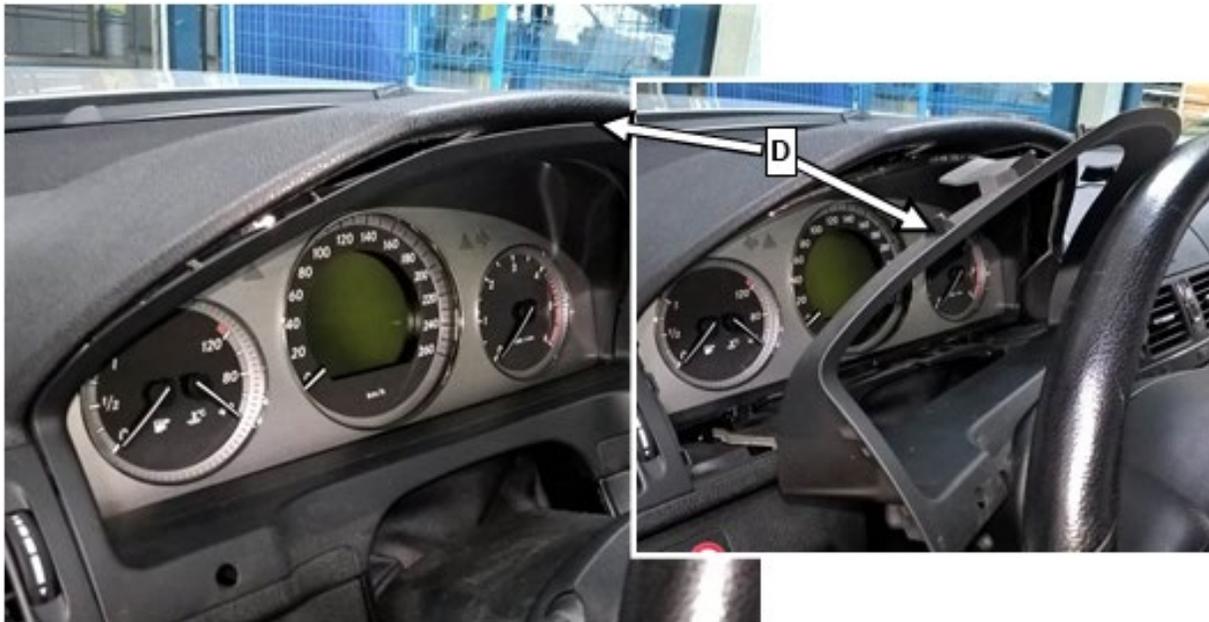


Figure 8

9. Remove the two bottom threaded connections (**E, figure 9**) of the instrument cluster.



These screws are simultaneously fasteners for the instrument panel.



The upper two screws do not need to be removed.



Figure 9

10. Remove four screws (F, figure 10) for fastening the instrument panel



Figure 10

11. Disconnect electrical contacts (**G**, **figure 11**) at the front passenger airbag.



Figure 11

12. Remove lock nuts (**H**, **figure 12**) for the front the passenger airbag.



Lock nuts should only be replaced if they are damaged. For more info see:
AH00.00-N-0001-01A / Modification notes 27.10.2016

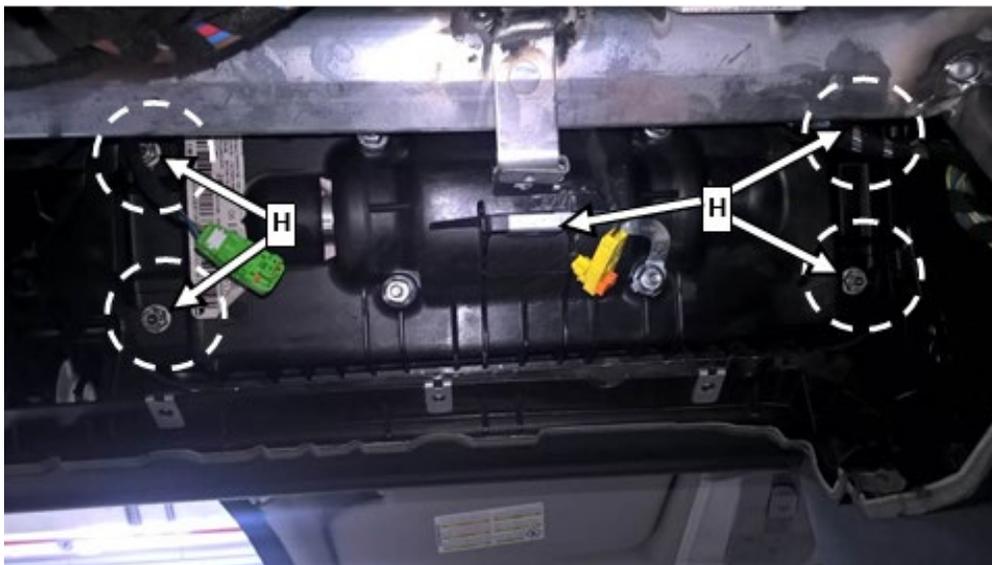


Figure 12

13. Slightly raise instrument panel at the front passenger side and remove the front passenger airbag in a downwards direction. Take special care not to crack the dashboard material.

DO NOT REMOVE THE DASHBOARD

14. The PartScan App **must** be utilized properly for every Takata airbag recall repair. Use the "Scan VIN" button (**figure 13**) to scan the vehicle identification number either by the barcode or the text field.



After scanning, compare the vehicle identification number that has been read in the app and correct any scanning errors manually.

i All required data can also be read off and entered manually.

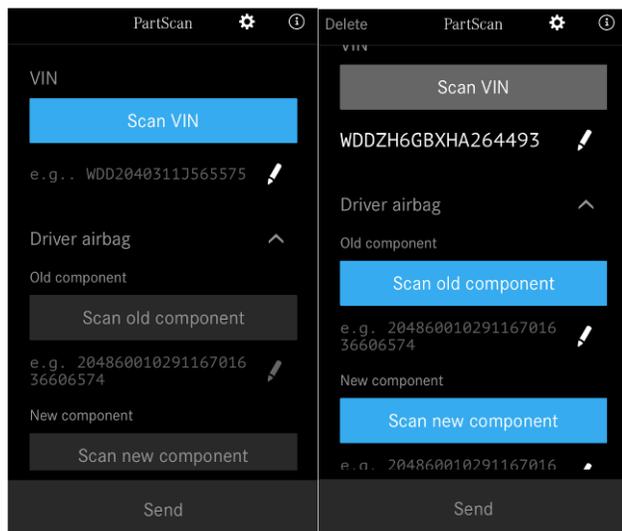


Figure 13



Figure 14

15. Since no driver airbag is replaced under this campaign, skip the driver airbag "Scan old/new component" barcode scan by leaving the field blank.
DO NOT scan a "dummy" driver airbag bar code!

16. Scan barcodes of the removed passenger airbag using the button "Scan old component" (**figure 13**).

i Ensure that the lower barcode (**J, figure 14**) is scanned.

i This step can be omitted only if bar code is incomplete, illegible, or missing.

i All required data can also be read off and entered manually.

17. Scan the barcodes of the new passenger airbag using the button "Scan new component" (**figure 13**).

i Ensure that the lower barcode (**J, figure 14**) is scanned.

i All required data can also be read off and entered manually.

18. Create a scan ID via the "Send" button (**figure 15**).

i The generated scan ID (**figure 16**) must be recorded in writing in the workshop order and then stored in a tamper-proof manner.

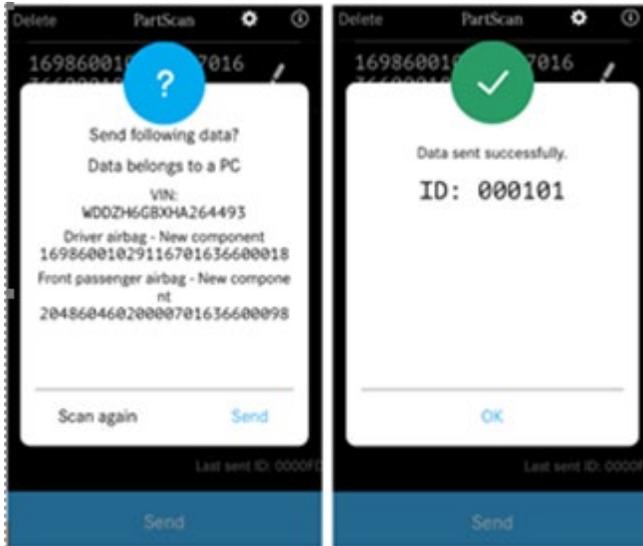


Figure 15

Figure 16

i For order invoicing, it is **mandatory** to enter the "ID" in the comment field of the **EVA / VEGA** application.

ID: _____

19. Carefully insert the new front passenger airbag from below and fasten to the instrument panel with 4 nuts.

i Contrary to the work instructions in WIS, it is **not** necessary to check the supplemental restraint system with XENTRY/DAS following front passenger airbag replacement. Step 21 completes this check.

Nm Nut of front passenger airbag at instrument panel **5 Nm**.

20. Place instrument panel back into position and install the air ducts (**K**, figure 17) correctly.

i The air ducts are pulled out when the instrument panel is raised.



Figure 17

21. Assemble in reverse order.

22. Connect ground line to on-board electrical system battery.

23. Turn the transmitter key in the electronic ignition lock to **position 1** and check whether the airbag indicator lamp (**L, figure 18 or 19**) correctly switches off after a few seconds.

i The SRS check is thus completely ensured after airbag replacement.

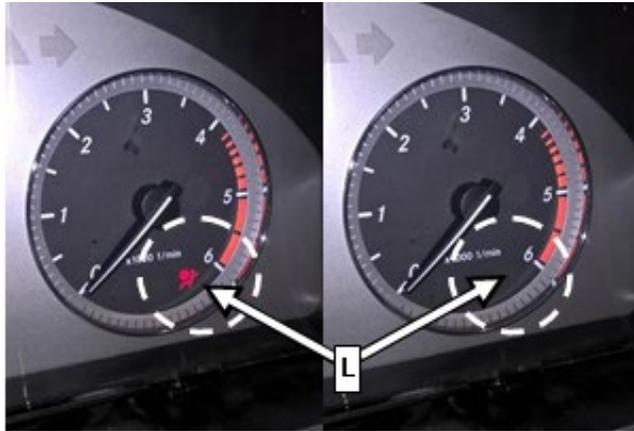


Figure 18

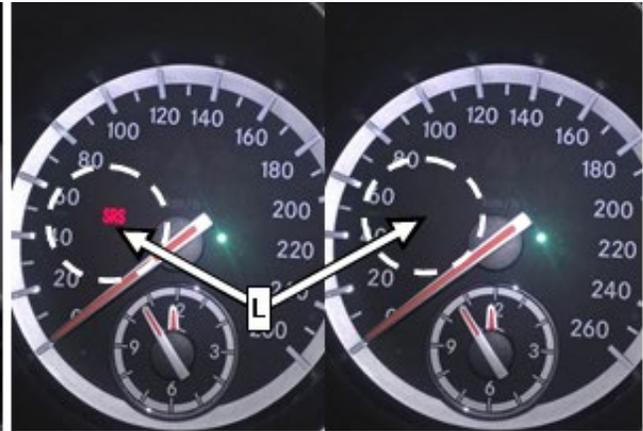
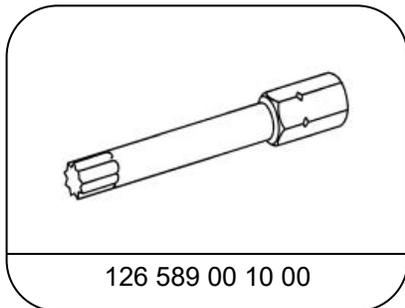
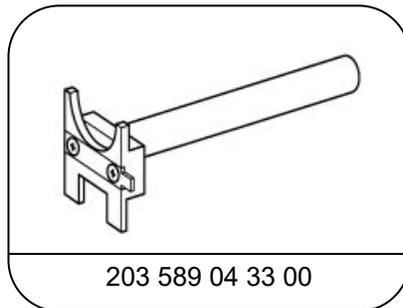


Figure 19

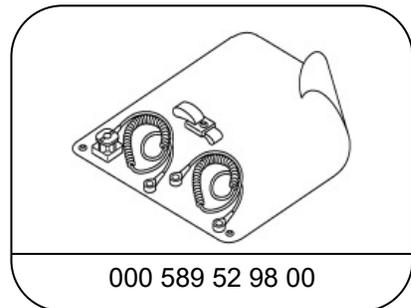
S Special Tools



Screwdriver bit



Removal lever



Electro Static Discharge (ESD) kit (or locally sourced equivalent)

i Note:

- Requested parts must be returned in accordance with the warranty parts return requirements section found in the policy and procedures manual.
- Use the attached hazmat shipping document as a guide for shipping airbags.

i Note (regarding WIS documents referenced in this Procedure):

Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

Primary Parts Information

Qty.	Part Name	Part Number
As required	Front passenger airbag Type C204 and C/A207	A 207 860 03 00 05

i Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Replace front passenger airbag (02-0696)

Damage Code	Operation Number	Labor Time (hrs.)
91 931 13	02-0696 (C204)	1.4
	02-0696 (C/A207)	1.4

(Includes: Disconnecting and connecting ground cable of on-board electrical system battery).

i Note

Operation Number labor times are subject to change.



Hazardous Materials Shipping Instructions - GROUND

Part Name: Airbag Part Numbers:	Hazardous Properties: Contains initiating component which deploys (inflates) airbag.
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STRAIGHT BILL OF LADING								
ORIGINAL - NOT NEGOTIABLE								
PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS	
1	box	X	UN3268, Safety devices, 9	Write gross weight of box here				
This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.								
SHIPPER HazMat Employee Signs				CARRIER Name of Carrier				
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300								

Steps to Return an Airbag:

REQUIRED PACKAGING:

- Carefully open received box and remove new airbag. Keep box intact & save all contents!
- Place used airbag into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive tape 50 mm wide to secure the box closed. Do not obscure labels or text on the box with the tape.
- Ensure that the 4G fiberboard box is not ripped or damaged.

REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

REQUIRED PACKAGE MARKINGS:

- The following words ("marking") must also be clearly visible on the same side of the box as the Class 9 label:
Safety devices
UN3268 (font size must be $\geq \frac{1}{2}$ inch)
- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

DOCUMENTATION:

- Include a HAZMAT bill of lading (see above example) with the package. For returns via DDS or FedEx Ground, the system will generate the Hazmat bill of lading.

COMMENTS:

- Note:** The Packing Group and the EX# are no longer required to be printed on the HAZMAT bill of lading.
- Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016



Mercedes-Benz



Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbag Part Numbers:	Hazardous Properties: Contains initiating component which deploys (inflates) airbags.
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STRAIGHT BILL OF LADING							
ORIGINAL - NOT NEGOTIABLE							
PIECE	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	UN3268, Safety devices, 9 OVERPACK USED	Write gross weight of box here			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

SHIPPER HazMat Employee Signs	CARRIER Name of Carrier
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300	

Steps to Return Multiple Airbags in 1 Box:

REQUIRED PACKAGING:

- Carefully open received UN spec box and remove new airbag. Keep the box intact & save all contents!
- Place used airbag back into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive packaging tape 50 mm wide to secure box closed. Do not obscure labels or text on box with tape.

REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

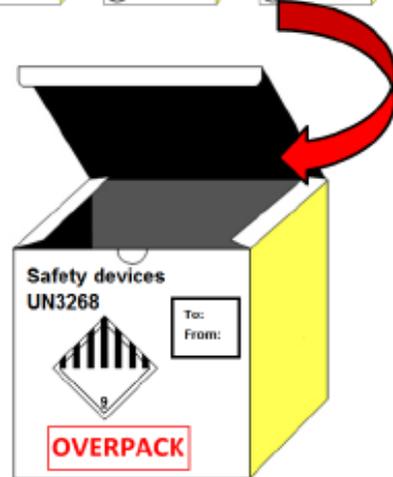
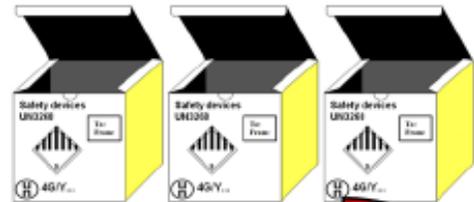
REQUIRED PACKAGE MARKINGS:

- The following words ("markings") must also be clearly visible on the same side of the box as the label:
Safety devices
UN3268 (font size must be $\geq \frac{1}{2}$ inch)
- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

OVERPACKS (more than 1 airbag sent as 1 shipment):

- Package each airbag in a separate UN spec box prepared with the labels/markings described above.
- Place each individual airbag box inside a larger non-UN spec box to keep the shipment together.
- This larger box is called an "OVERPACK."

- The OVERPACK must have the identical markings and label as the boxes contained inside.
- The OVERPACK must have the "OVERPACK" statement on the same face as the hazard markings and labels. **Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016