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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2012 110005 - <b>Replace Right Side Window Curtain Air Bag, Model C207 (E-Class Coupe), Model Year 2012</b>	DATE: December 21, 2012

## IMPORTANT RECALL INFORMATION

**This Recall Campaign is being launched today and the 499 affected vehicles are flagged in VMI.**

On Friday, October 12, 2012 Dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on certain Model Year 2012 E-Class Coupe (C207) vehicles with regard to the window curtain air bag. This notification is posted on the NHTSA web site and may generate some customer questions.

### Background

Daimler AG (DAG) has determined that due to a change in the supplier's production process, the right side window curtain air bag might not deploy as intended in the affected vehicles. Specifically, a change in the air bag's stitching pattern has resulted in an improper back stitching of an end seam. Consequently the right side window curtain air bag may not provide sufficient occupant protection in the event the seam opens during window curtain air bag deployment. This may increase the risk of injury during a crash. The left side window curtain air bag is not affected.

MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the right side window curtain air bag in the subject vehicles.

Given this notice, it is a violation of Federal law for a dealer to deliver any new or used Model Year 2012 E-Class Coupe (C207) covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

Parts - **A Dealer allocation of one part for each dealer with five or more affected vehicles will arrive at dealer by launch date. Dealers may order additional parts as required. Parts replacement rate is 100%.**

Owner Notification - **Owner notifications will be sent approximately one week after recall launch.**

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

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 (1-800-367-6372).



FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER  
PARTS: GROUP I OF INFORMATION – PARTS & ACCESSORIES BINDER

Campaign No. 2012110005, December 2012

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 207, Model Year 2012**  
**Replace Right Side Window Curtain Air Bag**

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that due to a change in the supplier's production process, the right side window curtain air bag might not deploy as intended in the affected vehicles. Specifically, a change in the air bag's stitching pattern has resulted in an improper back stitching of an end seam. Consequently the right side window curtain air bag may not provide sufficient occupant protection in the event the seam opens during window curtain air bag deployment. This may increase the risk of injury during a crash. The left side window curtain air bag is not affected. Therefore, Mercedes-Benz USA, LLC (MBUSA) has initiated a recall of these vehicles. An authorized Mercedes-Benz dealer will replace the right side window curtain air bag.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

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.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 499 vehicles are involved.

Order No. P-RC-2012110005

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

1. Replace right side window curtain air bag, refer to WIS: AR91.60-P-0693EC.

### Note:

- After installing new right side window curtain air bag be sure to check supplemental restraint system (SRS) with STAR DIAGNOSIS and read out fault memory (as indicated in above WIS instructions, see also notes below).
- Use Xentry Diagnostics/DAS version 11/2012 or higher Xentry/DAS version.
- Please make sure to follow the steps exactly as described in Xentry/DAS.
- Use battery charger to ensure sufficient power supply from vehicle on-board electrical system battery (greater than 12.5 V).

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Window air bag, right	A 207 860 02 02 05	100%

### Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is 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 right window air bag (02-7896).  
Connect/disconnect battery charger (with XENTRY/DAS connected) (02-5058).

Damage Code	Operation Number	Model Indicator(s)
67 920 34 7	02-7896 *	HE, HI, HJ
	02-5058	

\* Includes connect SDS, check SRS and read out fault memory.

### Note

Operation code times are subject to change. Please refer to StarTime for current labor times



Mercedes-Benz

Mercedes-Benz USA, LLC

Garrett Joynt

VP of Sales

Customer Support

**Urgent Safety Recall # 2012110005**  
**Replace Right Side Window Curtain Air Bag**  
NHTSA Recall # 12V-492

December, 2012

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2012 E-Class Coupe vehicles with regard to the right side window curtain air bag. Our records indicate that your vehicle is included in the affected population of vehicles.

**WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.**

DAG has determined that due to a change in the supplier's production process, the right side window curtain air bag might not deploy as intended in the affected vehicles. Specifically, a change in the air bag's stitching pattern has resulted in an improper back stitching of an end seam. Consequently the right side window curtain air bag may not provide sufficient occupant protection in the event the seam opens during window curtain air bag deployment. This may increase the risk of injury during a crash. The left side window curtain air bag is not affected. Therefore, Mercedes-Benz USA, LLC (MBUSA) has initiated a recall of these vehicles. An authorized Mercedes-Benz dealer will replace the right side window curtain air bag in your vehicle.

**This service will be provided free of charge.** The working time required is approximately 3 hours. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

Please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or other authorized dealer, for additional information and to schedule an appointment at your earliest convenience. To locate additional authorized dealers please see [www.MBUSA.com/dealerlocator](http://www.MBUSA.com/dealerlocator). Please mention Recall Campaign #2012110005.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the completed letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

Please contact an authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If a dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372).

If an authorized Mercedes-Benz dealer or MBUSA fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED
- STOLEN
- OTHER \_\_\_\_\_
- SOLD \_\_\_\_\_ I HAVE SOLD THE VEHICLE TO:
- MY NEW ADDRESS IS:

NAME \_\_\_\_\_

STREET \_\_\_\_\_ APT. \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

THANK YOU FOR YOUR COOPERATION

\*\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*\*  
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE