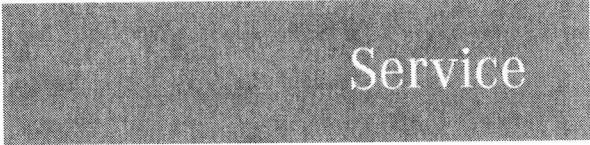




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# newschannel update

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: <u>Recall Campaign 2015110002</u> <b>SRS Control Unit Model 204 (MY08-09) C-Class, and Model (X204) MY10 GLK-Class</b>	DATE: February 26, 2016

## IMPORTANT RECALL LAUNCH INFORMATION

**This Recall Campaign is being launched today and the 126,260, affected vehicles will be flagged in VMI.**

**Parts:** An approximate 30% allocation of replacement parts is being sent to each dealer, and will start arriving on Monday the week of February 29, depending on dealer proximity to the facing PDC . Dealers do not need to order parts to start the campaign. Part replacement rate is estimated at 100%.

**Owner Notification:** Due to the volume of affected vehicles, parts availability, and dealer service capacity, owner notification will occur in two phases beginning with MY 2008 vehicles, on approximately March 8, with the second phase beginning a few weeks later.

**What Should Customers Do:** Customers may continue to drive their vehicles until the recall is completed.

**What's the Issue:** Daimler AG (DAG) has decided that a supplier production error in the SRS control unit could lead to a failure of the SRS control unit. This malfunction of the SRS control unit would illuminate the SRS warning lamp and subsequently deactivate the SRS components. Additionally, in the event one specific electrical connection is interrupted, several SRS components could inadvertently deploy, increasing the risk for injury.

**What We're Doing:**

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will replace the SRS control unit on the affected vehicles.

See attached Recall Bulletin. The recall bulletin will be posted on STAR TekInfo.

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).



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Mercedes-Benz

Campaign No. 2015110002, February 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 204, Model Years 2008 - 2010**  
**Replace Supplemental Restraint System (SRS) Control Module**

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY08 and MY09 C-Class and MY10 GLK-Class vehicles, a production error at the supplier in the SRS control module could result in electrical connections to be interrupted and lead to a failure of the SRS control module. This malfunction of the SRS control module would illuminate the SRS warning lamp and subsequently deactivate the SRS components. Additionally, in the event one specific electrical connection is interrupted, several SRS components could inadvertently deploy, increasing the risk for injury. An authorized Mercedes-Benz dealer will replace the SRS control module on the affected vehicles.

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 Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 126,260 vehicles are involved.

Order No. P-RC-2015110002

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 SRS control module; refer to WIS: AR91.60-P-0624CW.



**WARNING!**  
Disconnect negative battery cable (refer to above WIS instructions).

**Note (regarding initial startup of SRS control module):**

- Use DAS/Xentry BD 12/2015-01-02/2016 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.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

**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.	Current Part Number Installed	Replace with Part Number	Estimated Replacement Rate
1	Control module <i>with</i> installed control module numbers: A 204 820 45 26 or A 204 820 80 85 or A 204 820 47 85 or A 204 820 82 85 or A 204 820 21 85	A 204 901 26 04 05	100%
1	Control module <i>with</i> installed control module number: A 204 820 22 85	A 204 901 27 04 05	
1	Control module <i>with</i> installed control module number: A 204 820 66 85	A 204 901 28 04 05	
1	Control module <i>with</i> installed control module number: A 204 820 79 85	A 204 901 29 04 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 SRS control module (02-9465)  
 (Includes: Connect Star Diagnosis System and battery charger).  
 Extra work for: Replace SRS control module with code 301  
 (Ashtray package) (02-9466).

Damage Code	Operation Number	Labor Time (hrs.)
91 921 46 7	02-9465	1.3 (models 204.0/2)
		1.6 (model 204.9)
	02-9466	0.1

**i** Note

Operation Number labor times are subject to change.