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Service

newschannel update

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 Rear Seatbelt Latch Plate MY16-17 X253 (GLC-Class)	DATE: May 4, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

May 4, 2018

Campaign No. :	Campaign Desc. :	Seatbelt Latch Plate (Phase 2)
2018030012	1803P69A50	
<p>This is to notify you of a new Recall Campaign to add a buffer element to the rear seatbelts on an additional 71,054 MY2016-2017 Model X253 (GLC-Class) 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 May 4, 2018.</p>		
Background		
Issue	<p>Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY16-18 GLC vehicles (X253 platform) without the "dynamic locking tongue" seat belt latch in the rear seats, it is possible for the outboard seatbelt latch plates to retract into the area between the C-pillar paneling and the rear side paneling. In the event this occurs, an outboard rear occupant might not be able to fasten the seat belt latch. If a rear seat passenger is not able to fasten the seatbelt according to the Operator's Manual, the risk of injury could increase.</p>	
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will install a buffer element in the C-pillar paneling.</p>	
Parts	<p>Parts are available and can be ordered as necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2016-2018	
Vehicle Model	GLC-Class (X253 only)	
Vehicle Populations		
Total Recall Population	40,011 (Phase 1 MY18)+ 71,054 (Phase 2 MY16-17)	
Total Vehicles in Dealer Inventory	14	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-18 GLC-Class 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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY16-18 GLC-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will begin mailing May 4, 2018	
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. 2018030012, May 2018
Revision B

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model X253 Model Year 2016-2018**
Seatbelt Latch Plate

Daimler AG, ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18 GLC vehicles (X253 platform) without the "dynamic locking tongue" seat belt latch in the second seating row, the outboard seatbelt latch plates might retract into the area between the c-pillar paneling and the rear side paneling. In the event this occurs, an outboard rear occupant might not be able to fasten the seat belt latch. If the latch plate retracts behind the panel, the respective seat belt for the affected rear seat may not be available for fastening. If a rear seat passenger does not fasten the seatbelt according to the Operator's Manual, the risk of injury in a crash could increase.

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 71054 vehicles are involved.

Order No. P-RC-2018030012

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

i The operation steps must be performed on both sides of the vehicle.

1. Release and remove luggage compartment cover.
2. Mask off D-pillar trims in trunk on both sides (**Figure 1**).



Figure 1

3. Release trunk linings (**A, figure 2**) at rear left and right on D-pillar using plastic wedge and manually unclip in upper area (**figure 3**).

i Press edge guard (**figure 2**) only slightly to side.



Figure 2



Figure 3

4. Place rag between D-pillar (**figure 4**) and trunk lining and cover seat belt (**figure 5**).

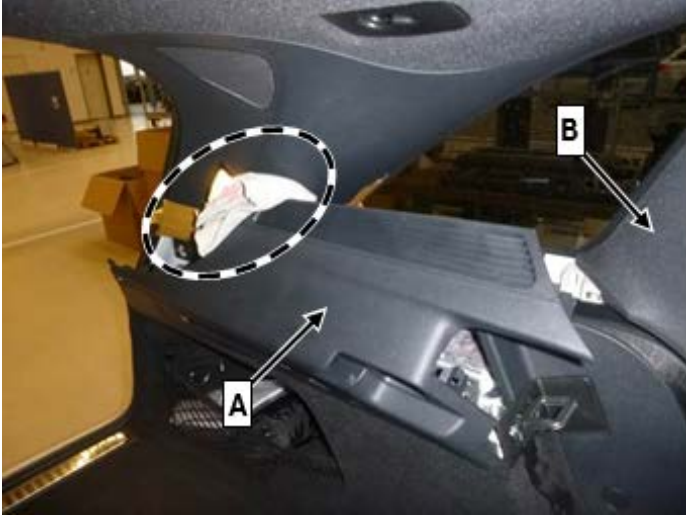


Figure 4



Figure 5

5. On C-pillar (B, figure 6) Drill hole (\varnothing 4.5 mm) at bottom of trim. (Use new pointed drill bit.)

i measure and mark the location to be drilled (1, figure 7) approx. 23 mm at center.

i Remove seat belt from drilling area.

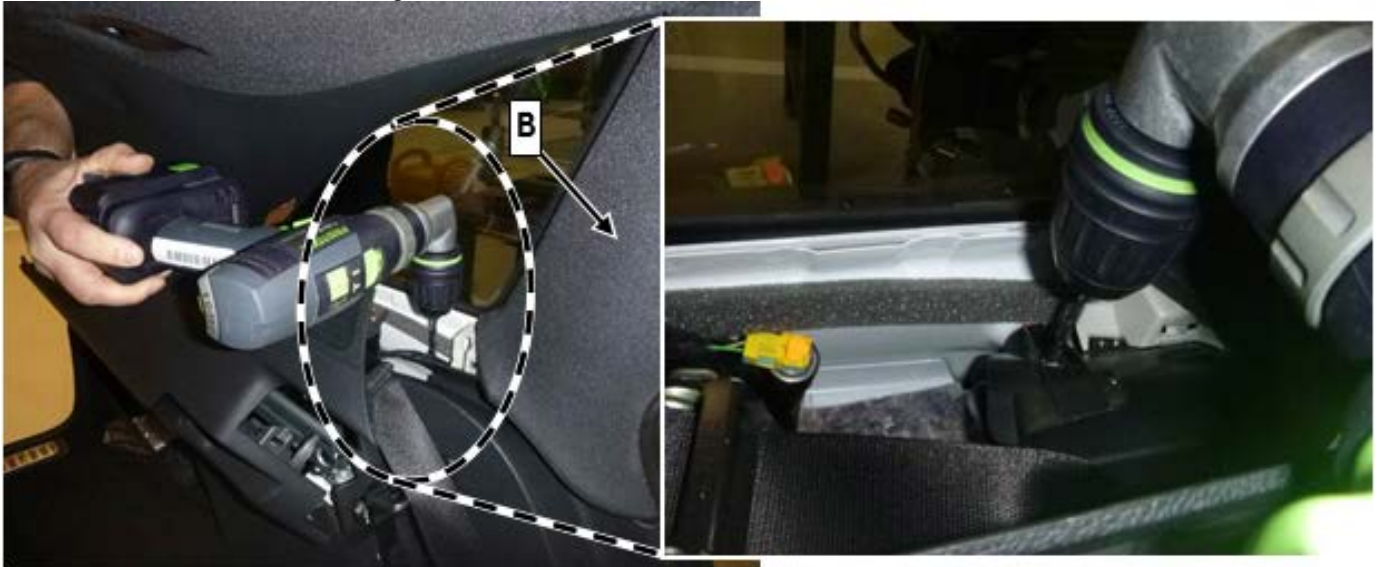


Figure 6



Figure 7

6. Insert protective padding (**C**, **figure 8**) from underneath upward into previously drilled hole.

i Install protective padding (**C**) with lubricant if necessary.



Figure 8

7. Glue felt pad 2 in the location shown in (**2**, **figure 9**). Insert felt pad 3 without glue between upper and lower section of the panel next to the protective padding installed in the previous step (**3**, **figure 9**).

i Use felt pad 3 mm.

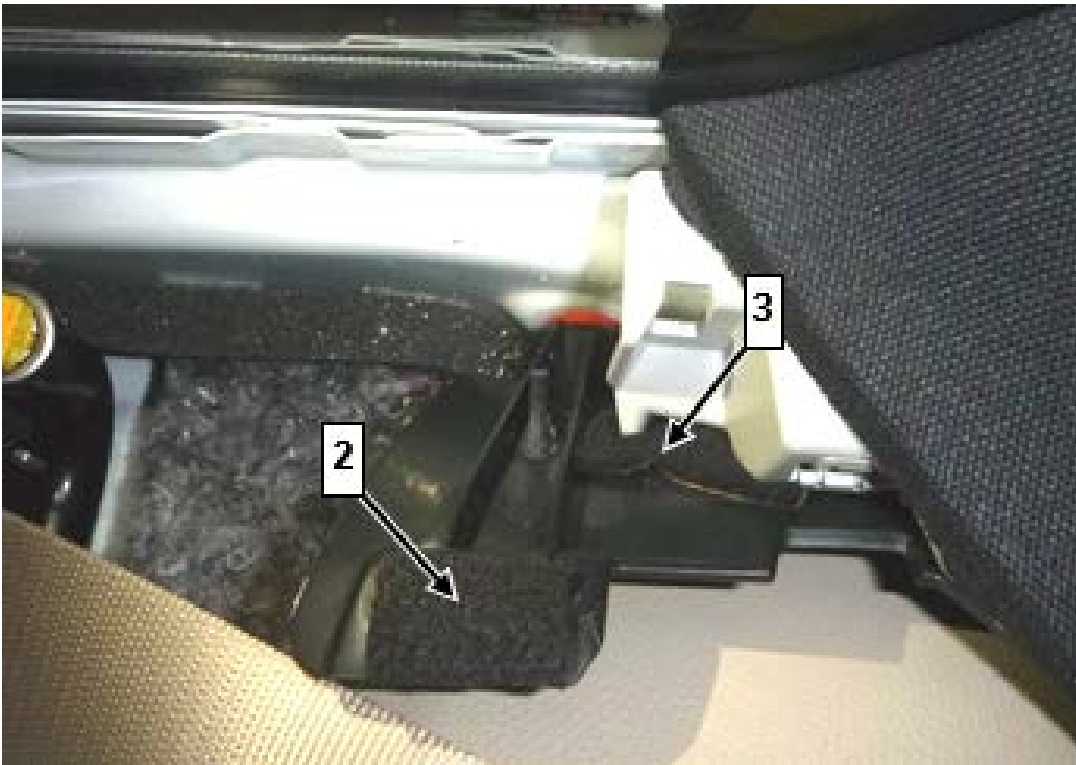


Figure 9

8. Drag the C-pillar trim (**B, figure 10**) to the lowest possible position.

i Wear gloves

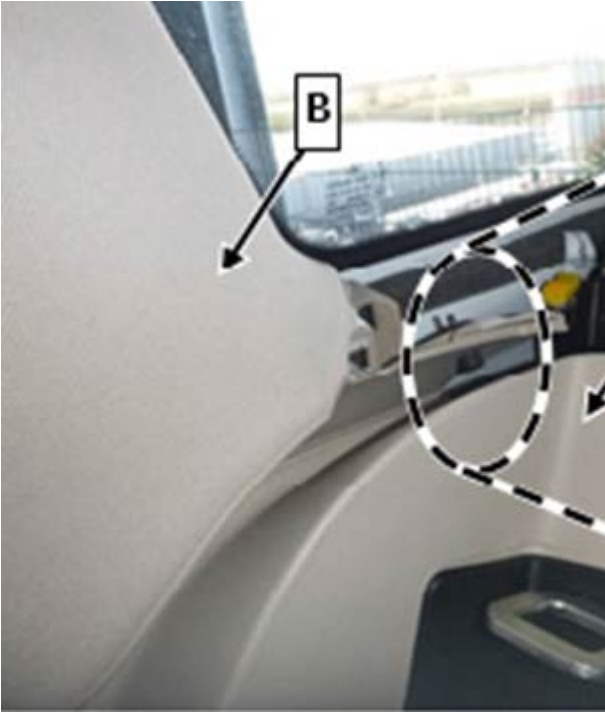


Figure 10

9. Reassemble the trim panels in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
2	Protective padding	A 253 692 97 00	100%
*	Felt strip	A 000 983 89 10	100%

*Felt strip - sufficient for 28 vehicles, submit as Local Purchase - FLS00053, Qty 1, handling is included.

Warranty Information

Operation: Rework C-pillar trim on left and right (02-2283)

Damage Code	Operation Number	Labor Time (hrs.)
69 900 38 7	02-2283	0.5

i **Note:** Operation Number labor times are subject to change.