



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 6, 2018

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC.
13470 International Parkway
Jacksonville, FL 32218

NEF-150JK
18V-838

Subject: Incorrect Display of Passenger Air Bag Status

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES BENZ/C300/2018
MERCEDES BENZ/C300 4MATIC/2018
MERCEDES BENZ/C350E/2018
MERCEDES BENZ/C43 AMG/2018
MERCEDES BENZ/C63 AMG/2018
MERCEDES BENZ/C63S AMG/2018
MERCEDES BENZ/GLC300/2018-2019
MERCEDES BENZ/GLC350E/2018-2019
MERCEDES BENZ/GLC43 AMG/2018-2019
MERCEDES BENZ/GLC63 AMG/2018-2019
MERCEDES BENZ/GLC63S AMG/2018-2019

Mfr's Report Date: November 27, 2018

NHTSA Campaign Number: 18V-838

Components:

AIR BAGS: OCCUPANT CLASSIFICATION SYSTEM - OCS (FRONT PASSENGER)

Potential Number of Units Affected: 104,663

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2018 C300 Cabriolet, C300 Coupe, C300 4Matic Cabriolet, C300, C300 4Matic Coupe, C300 4Matic, C43 AMG Cabriolet, C43 AMG Coupe, C63 S AMG Cabriolet, C350e Plug-In Hybrid, C63 AMG Cabriolet, C63 AMG Coupe, C63 S AMG Coupe, C63 AMG, C63 S AMG, 2018-2019 GLC300 4Matic Coupe, GLC300, GLC63 AMG Coupe, GLC300 4Matic, GLC350e Plug-In Hybrid, GLC43 AMG Coupe, GLC43 AMG, GLC63 S AMG Coupe, and GLC63 AMG vehicles equipped with Audio 20 head units and automatic child seat recognition. The status of the passenger side air bag may not display correctly.

Consequence:

If the passenger air bag is incorrectly displayed as 'ON' when it is not, a front seat passenger may be unaware that the air bag will not deploy in the event of a crash, increasing their risk of injury.

Remedy:

MBUSA will notify owners, and dealers will update the audio head unit software, free of charge. The recall is expected to begin January 2, 2019. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement