



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 7, 2019

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

NEF-150JK  
19V-010

**Subject:** Passenger Frontal Air Bag Inflator May Explode

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/C250/2012-2015  
MERCEDES BENZ/C300/2010-2014  
MERCEDES BENZ/C350/2010-2015  
MERCEDES BENZ/C63 AMG/2010-2015  
MERCEDES BENZ/E350/2010, 2013  
MERCEDES BENZ/E400/2015-2017  
MERCEDES BENZ/E550/2010-2017  
MERCEDES BENZ/GLK250/2013-2015  
MERCEDES BENZ/GLK350/2010-2015  
MERCEDES BENZ/SLS/2011-2014  
MERCEDES-BENZ/E350/2011-2012, 2014

**Mfr's Report Date:** January 9, 2019

**NHTSA Campaign Number:** 19V-010

**Components:**

AIR BAGS:PASSENGER SIDE FRONTAL

**Potential Number of Units Affected:** 288,779

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2014 C250, C300 4Matic, C350, C63 AMG, E350 4Matic Coupe, E350 Cabrio, E350 Coupe, SLS AMG Cabrio, SLS AMG Coupe, 2014-2015 C250 Coupe, C350 4Matic Coupe, C350 Coupe, C63 AMG Coupe, GLK 350, GLK250 BlueTec 4Matic, GLK350 RWD, 2015-2017 E400 4Matic Coupe, E400 Cabrio, E400 Coupe, 2014-2017 E550 Cabrio, and 2014-2016 E550 Coupe vehicles sold, or ever registered, in the states of AL, CA, FL, GA, HI, LA, MS, SC, TX, PR, AS, GU, the MP, and VI or "Zone A."

Additionally, MBUSA is recalling certain 2012-2014 C250, E350 4Matic Coupe, SLS AMG Cabrio, 2012-2015 C250 Coupe, C350 4Matic Coupe, C350 Coupe, C63 AMG Coupe, 2011 C300, 2011-2014 C300 4Matic, C350, C63 AMG, E350 Cabrio, E350 Coupe, SLS AMG Coupe, 2015-2016 E400 4Matic Coupe, E400 Cabrio, E400 Coupe, 2011-2016 E550 Cabrio, E550 Coupe, 2011-2015

GLK350 4Matic, GLK350 RWD, and 2013-2015 GLK250 BlueTec 4Matic vehicles ever registered in the states of AZ, AR, DE, DC, IL, IN, KS, KY, MD, MO, NE, NV, NJ, NM, NC, OH, OK, PA, TN, VA, and WV or "Zone B."

MBUSA is also recalling certain 2012-2014 C250, E350 4Matic Coupe, SLS AMG Cabrio 2012-2015 C250 Coupe, C350 4Matic Coupe, C350 Coupe, C63 AMG Coupe, 2010-2011 C300, 2010-2014 C300 4Matic, C350, C63 AMG, E350 Coupe, 2011-2014 E350 Cabrio, SLS AMG Coupe, 2015-2016 E400 4Matic Coupe, E400 Cabrio, E400 Coupe, 2016-2017 E550 Cabrio, 2010-2016 E550 Coupe, 2010-2015 GLK350 4Matic, GLK350 RWD, and 2013-2015 GLK250 BlueTec 4Matic vehicles ever registered in the states of AK, CO, CT, ID, IA, ME, MA, MI, MN, MO, NH, NY, ND, OR, RI, SD, UT, VT, WA, WI and WY or "Zone C."

These vehicles are equipped with air bag inflators assembled as part of the passenger frontal air bag modules that may explode due to propellant degradation occurring after long-term exposure to high absolute humidity, temperature and temperature cycling.

**Consequence:**

An inflator explosion may result in sharp metal fragments striking the passenger or other occupants resulting in serious injury or death.

**Remedy:**

MBUSA will notify owners, and dealers will replace the passenger frontal air bag module, free of charge. An interim letter is being mailed from February 1, 2019 through March 8, 2019. A second letter will be sent when parts are available. 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](http://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](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement