

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: <b>Recall Campaign Launch Notification</b> <b>Replace Passenger Airbag</b> <b>MY18-19 231 (SL-Class)</b>	DATE: December 6, 2019

## IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



**Recall Campaign Launch Notification**

December 6, 2019

Campaign No. :

NHTSA ID

Campaign Desc. :

2019100016

19V571

19P9193002

Replace Pass Airbag

This is to notify you of a **Recall Campaign Launch** regarding the passenger airbag seam on **457** Model Year ("MY") 2018-2019 SL-Class (231 platform) vehicles. The recall campaign will be visible on the [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on December 6, 2019.

**Background****Issue**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2018-2019 SL-Class vehicles (231 platform), the front passenger airbag material may not have been sewn according to production specifications. In the event of a crash necessitating an airbag deployment, the circumferential seam in the passenger airbag material might tear, possibly affecting the performance of the airbag, which might increase the risk of injury for the front passenger.

**What We're Doing**

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the passenger airbag module on the affected vehicles.

**Parts**

**The remedy is available and can be performed.**

**Vehicles Affected****Vehicle Model Year(s)**

2018-2019

**Vehicle Model**

SL-Class

**Vehicle Populations****Total Recall Population**

457

**Total Vehicles in Dealer Inventory**

53

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-19 SL-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.**

**Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)**

**Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18-19 SL-Class vehicles covered by this notification until the vehicle has been repaired.**

**Next Steps/Notes****Customer Notification Timeline**

Customer letters will be mailed approximately one week after the remedy becomes available.

**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.

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.





Campaign No. 2019100016, December 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model SL-Class vehicles (231 platform)**  
**Model Years 2018-2019**  
**Replace front passenger airbag**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2018-2019 SL-Class vehicles (231 platform), the front passenger airbag material may not have been sewn according to production specifications. In the event of a crash necessitating an airbag deployment, the circumferential seam in the passenger airbag material might tear, possibly affecting the performance of the airbag, which might increase the risk of injury for the front passenger. An authorized Mercedes-Benz dealer will replace the passenger airbag 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. Always Check VMI for any open campaigns, and perform accordingly.
- 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 457 vehicles are involved.

Order No. P-RC-2019100016

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.

**i** Before beginning work, there must be **no SRS fault message present** in the instrument cluster.

**i** If an SRS fault message is present before beginning work, it must be rectified.  
Do not invoice the **fault rectification together with the recall**.

### Work procedure

1. Replace front passenger airbag.

**i** For basic data, see **AR91.60-P-0680RK**.

2. Turn the transmitter key in the electronic ignition lock to **position 1** and check whether the airbag indicator lamp (A, figure 1 **or** 2) goes off and stays off after several seconds.

**i** The SRS check is complete after this step.

**i** Contrary to the work instructions in WIS, it is not required to delete the fault memory in the SRS system using XENTRY Diagnosis.

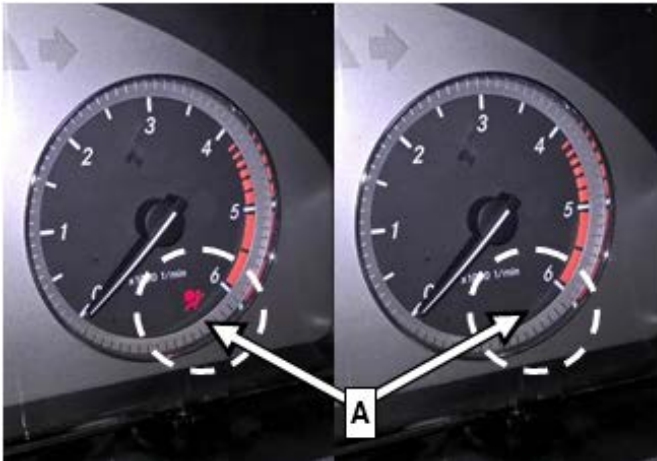


Figure 1



Figure 2

### Primary Parts Information

Qty.	Part Name	Part Number
1	Front passenger airbag	*

\* The replacement parts must be determined according to the equipment variant for the VIN via the parts job in the Xentry Portal.

### Warranty Information

**Operation:** Replace front passenger airbag (02-1284)

**Includes:** Disconnect/connect ground line of on-board electrical system battery

Damage Code	Operation Number	Labor Time (hrs.)
91 930 02 7	02-1284	0.8

**i** **Note**

Operation Number labor times are subject to change



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## Hazardous Materials Shipping Instructions - GROUND

<b>Part Name:</b> Airbag <b>Part Numbers:</b>	<b>Hazardous Properties:</b> Contains initiating component which deploys (inflates) airbag.
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<b>STRAIGHT BILL OF LADING</b> ORIGINAL - NOT NEGOTIABLE							
PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		<b>X</b>	UN3268, Safety devices, 9	Write gross weight of box here			
This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.							
SHIPPER <b>HazMat Employee Signs</b>				CARRIER <b>Name of Carrier</b>			
<b>EMERGENCY CONTACT: CHEMTREC 1-800-424-9300</b>							

### Steps to Return an Airbag:

#### REQUIRED PACKAGING:

- Carefully open received box and remove new airbag. Keep box intact & save all contents!
- Place used airbag into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive tape 50 mm wide to secure the box closed. Do not obscure labels or text on the box with the tape.
- Ensure that the 4G fiberboard box is not ripped or damaged.

#### REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

#### REQUIRED PACKAGE MARKINGS:

- The following words ("marking") must also be clearly visible on the same side of the box as the Class 9 label:  
**Safety devices**  
**UN3268** (font size must be  $\geq \frac{1}{2}$  inch)
- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

#### DOCUMENTATION:

- Include a HAZMAT bill of lading (see above example) with the package. For returns via DDS or FedEx Ground, the system will generate the Hazmat bill of lading.

#### COMMENTS:

- Note:** The Packing Group and the EX# are no longer required to be printed on the HAZMAT bill of lading.
- Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016



Mercedes-Benz



## Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbag Part Numbers:	Hazardous Properties: Contains initiating component which deploys (inflates) airbags.
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STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE							
PIECE	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		<b>X</b>	<b>UN3268, Safety devices, 9 OVERPACK USED</b>	Write gross weight of box here			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

SHIPPER <b>HazMat Employee Signs</b>	CARRIER <b>Name of Carrier</b>
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300	

### Steps to Return Multiple Airbags in 1 Box:

#### REQUIRED PACKAGING:

- Carefully open received UN spec box and remove new airbag. Keep the box intact & save all contents!
- Place used airbag back into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive packaging tape 50 mm wide to secure box closed. Do not obscure labels or text on box with tape.

#### REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

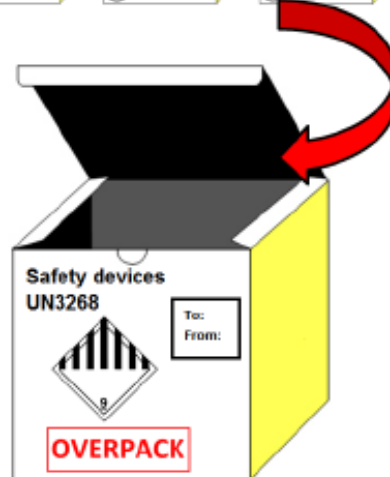
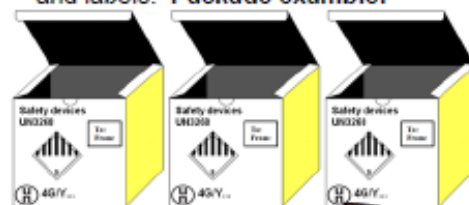
#### REQUIRED PACKAGE MARKINGS:

- The following words ("markings") must also be clearly visible on the same side of the box as the label:  
**Safety devices**  
**UN3268** (font size must be  $\geq \frac{1}{2}$  inch)
- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

#### OVERPACKS (more than 1 airbag sent as 1 shipment):

- Package each airbag in a separate UN spec box prepared with the labels/markings described above.
- Place each individual airbag box inside a larger non-UN spec box to keep the shipment together.
- This larger box is called an "OVERPACK."

- The OVERPACK must have the identical markings and label as the boxes contained inside.
- The OVERPACK must have the "OVERPACK" statement on the same face as the hazard markings and labels. **Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016