

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 Driver Airbag Assembly Locknuts MY19-20 A-Class (177 platform), CLA-Class (118 platform), and GLC Class (253 platform)	DATE: October 8, 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			October 8, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Driver Airbag Module Locknut
201910001	19V685	19P9192105	
<p>This is to notify you of a Recall Campaign Launch regarding the driver airbag module on 2,215 Model Year (“MY”) 2019-2020 A-Class (177 platform), CLA-Class (118 platform), and GLC-Class (253 platform) 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 October 8, 2019.</p>			
Background			
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2020 A-Class (177 platform), CLA-Class (118 platform), and GLC-Class (253 platform) vehicles, the four locknuts securing the driver’s side front airbag might not have been installed according to current production specification. In the event of a crash necessitating deployment of the driver’s-side front airbag, the airbag module might separate from the base plate and enter the passenger compartment with high velocity. The restraint effect of the driver airbag might be impaired and increasing the risk of injury for the occupants in the event of a crash.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the driver airbag module on the affected vehicles and replace it, if necessary.</p>		
Parts	<p>Parts are available and can be ordered as necessary.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019-2020		
Vehicle Model	A-Class, CLA-Class, and GLC-Class		
Vehicle Populations			
Total Recall Population	2,215		
Total Vehicles in Dealer Inventory	636		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-20 A-Class, CLA-Class, and 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>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)</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19-20 A-Class, CLA-Class, and GLC-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
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.		
<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. 2019100001, October 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class (177 platform), CLA-Class (118 platform), and GLC-Class (253 platform) vehicles**
Model Years 2019 and 2020
Check Driver Airbag Module Locknut

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2020 A-Class (177 platform), CLA-Class (118 platform), and GLC-Class (253 platform) vehicles, the four locknuts securing the driver’s side front airbag might not have been installed according to current production specification. In the event of a crash necessitating deployment of the driver’s-side front airbag, the airbag module might separate from the base plate and enter the passenger compartment with high velocity. The restraint effect of the driver airbag might be impaired and increasing the risk of injury for the occupants in the event of a crash. An authorized Mercedes-Benz dealer will check the driver airbag module on the affected vehicles and replace it, if necessary.

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 2,215 vehicles are involved.

Order No. P-RC-2019100001

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.

The **fault rectification may not be invoiced together with the recall.**

Check/test procedure

1. Disconnect ground cable from on-board electrical system battery.

i Basic data for models 118; 177; 247 (**AR54.10-P-0003MFA**).

Basic data for model 253 (**AR54.10-P-0003LW**).

Basic data for model 293 (**AR54.10-P-0003EQ**).

2. Remove airbag unit from steering wheel.

i Basic data for models 118; 177; 247 (**AR91.60-P-0663MFA**).

i Basic data for models 253; 293 (**AR91.60-P-0660LW**).

i For the visual inspection of the airbag unit threaded connections, it is not necessary to disconnect the electrical connector.

3. Check the 4 threaded connections (**A**) (**Fig. 1**).

i The 4 nuts (**A, Fig. 1**) **must** be present.



Figure 1

- a. If the nuts on the driver airbag unit **are not** present: perform **Work procedure**.
- b. If the nuts on the driver airbag unit are present: **end task**.

i The **findings** from the check/test procedure must be recorded **in writing on the work order**.

Work procedure

1. Replace airbag unit.

i Basic data for models 118; 177; 247 (**AR91.60-P-0663MFA**).

i Basic data for models 253; 293 (**AR91.60-P-0660LW**).

i Contrary to the WIS work instructions, it is **not** necessary to check the supplemental restraint system using XENTRY/DAS following the replacement of the driver's airbag.

2. Connect on-board electrical system battery ground cable.

i Basic data for models 118; 177; 247 (**AR54.10-P-0003MFA**).

Basic data for model 253 (**AR54.10-P-0003LW**).

Basic data for model 293 (**AR54.10-P-0003EQ**).

3. Turn the transmitter key in the electronic ignition lock to **position 1** **or** press the start button once without touching the brake pedal (ignition position 1) and check whether the airbag indicator lamp (B, Fig. 2 **or** 3) in the instrument cluster goes out permanently after a few seconds.

i The SRS indicator lamp check after airbag check or airbag replacement guarantees functionality.



Figure 2



Figure 3

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required (1) *	Driver's airbag	*	1%

* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

i Small parts such as screws/bolts, lock nuts, sealing rings, cable ties, fluids, sealant etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

Warranty Information

With Check

Operation: Check driver airbag (02-1534)

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

Damage Code	Operation Number	Labor Time (hrs.)
91 921 05 8	02-1534	0.2

With check and Work procedure

Operation: Check driver airbag (02-1534)

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

Replace driver airbag (after checking) (02-1535)

Damage Code	Operation Number	Labor Time (hrs.)
91 921 05 7	02-1534	0.2
	02-1535	0.1

i **Note**

Operation labor times are subject to change.