

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 Driver Airbag</b> <b>MY19 213 (E-Class)</b>	DATE: April 9, 2020

**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			April 9, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Driver Airbag
2020030002	19V868	19P9192106	
2020030001		19P9192107	
<p>This is to notify you of a <b>Recall Campaign Launch</b> regarding the driver airbag replacement in <b>99</b> Model Year (“MY”) 19 E-Class (213 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on April 9, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that certain early production Model Year (“MY”) 2019 E-Class AMG vehicles (213 platform) might be equipped with driver airbags and software that do not meet current production specifications. If an incorrect driver airbag is installed, and the vehicle is involved in a crash necessitating the activation of the driver airbag, the restraint systems might not function as expected, increasing the risk of injury for the driver. Please note that this recall is not related to the on-going Takata Airbag recall.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the driver airbag module and software on the affected vehicles, and replace the airbag and update the software, if necessary.		
<b>Parts</b>	The remedy is available and can be performed.		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2019		
Vehicle Model	E-Class		
<b>Vehicle Populations</b>			
Total Recall Population	65 (software update only) + 34 (software update and airbag replacement)		
Total Vehicles in Dealer Inventory	5 (software update only) + 3 (software update and airbag replacement)		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 E-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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 E-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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. 2020030001, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class AMG vehicles (213 platform)**  
**Model Year 2019**  
**Certification Driver Airbag (Software Update Only)**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that certain early production Model Year (“MY”) 2019 E-Class AMG vehicles (213 platform) might be equipped with driver airbags and software that do not meet current production specifications. If an incorrect driver airbag is installed, and the vehicle is involved in a crash necessitating the activation of the driver airbag, the restraint systems might not function as expected, increasing the risk of injury for the driver. Please note that this recall is not related to the on-going Takata Airbag recall. An authorized Mercedes-Benz dealer will check the driver airbag module and software on the affected vehicles, and replace the airbag and update the software, if necessary.

Prior to performing this Recall Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other 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 65 vehicles are involved.

Order No. P-RC-2020030001

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 Note:**

- Use Xentry 09/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

**Work procedure**

1. Connect XENTRY Diagnosis.
2. Update software of Supplemental Restraint System (SRS) control unit.

**i** To do this, select menu item "Quick test view ➡ N2/10 Supplemental Restraint System (SRS) ➡ Adaptations ➡ Configuration ➡ Manual settings ➡ Check of control unit software ➡ Action **50 2018 553**".

**i** Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

**Warranty Information**

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Update software of Supplemental Restraint System (SRS) control unit (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
91 921 07 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

\*Operation item can only be invoiced once for each work order.

**i Note**

Operation Number labor times are subject to change



Mercedes-Benz

Campaign No. 2020030002, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class AMG vehicles (213 platform)**  
**Model Year 2019**  
**Certification Driver Airbag (Airbag Replacement and Software Update)**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that certain early production Model Year (“MY”) 2019 E-Class AMG vehicles (213 platform) might be equipped with driver airbags and software that do not meet current production specifications. If an incorrect driver airbag is installed, and the vehicle is involved in a crash necessitating the activation of the driver airbag, the restraint systems might not function as expected, increasing the risk of injury for the driver. Please note that this recall is not related to the on-going Takata Airbag recall. An authorized Mercedes-Benz dealer will check the driver airbag module and software on the affected vehicles, and replace the airbag and update the software, if necessary.

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other 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 34 vehicles are involved.

Order No. P-RC-2020030002


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.


### Check/test procedure


1. Disconnect ground line of battery.

 For basic data, see **AR54.10-P-0003LW**

2. Remove airbag unit at steering wheel and read off replacement part number on driver's airbag.

 For basic data on releasing/removing the airbag, see **AR91.60-p-0660LW**

 An airbag unit with the part number A 000 860 50 04 **must** be installed on the steering wheel.

 The part number can be found on the label on the airbag unit as shown in (figure 1, red box).


 The part number can be read without disconnecting the airbag (figure 2).



Figure 1



Figure 2

A. Airbag unit with part number **A 000 860 50 04** installed on steering wheel:


Perform work procedure **B**.

B. Airbag unit with part number **A 000 860 50 04 NOT** installed on steering wheel:

Perform work procedures **A and B**.


### Work procedure A

1. Replace airbag unit at steering wheel.

 For basic data, see **AR91.60-p-0660LW**

2. Connect ground line of battery (**AR54.10-P-0003LW**).

3. Switch ignition to position **1**. To do so, press start button once without touching the brake pedal. Check whether airbag indicator lamp (A, figure 1 **or** 2) permanently goes off after a few seconds.

 This step ensures airbag replacement is completed with no codes present.


 Contrary to the work instructions in WIS, it is not required to clear the fault memory in the SRS system by means of XENTRY Diagnosis.




Figure 3



Figure 4

### **i** Note:

- Use Xentry 09/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY Diagnosis is already connected to the vehicle, **skip Work procedure B operation step 2.**

### Work procedure B

1. Connect ground line of battery.

**i** Not required if work procedure A is not applicable.

**i** For basic data, see **AR54.10-P-0003LW**

2. Connect XENTRY Diagnosis.

3. Update software of **Supplemental Restraint System (SRS)** control unit.

**i** To do this, select menu item "Quick test view" ➡ N2/10 Supplemental Restraint System (SRS) ➡ Adaptations ➡ Configuration ➡ Manual settings ➡ Check of control unit software ➡ Action **50 2018 553**".

**i** Then follow the user guidance in XENTRY Diagnosis.

**i** If the latest software is already present in the vehicle, this will be shown by means of XENTRY Diagnosis and no further measures are required.

4. Disconnect XENTRY Diagnosis.

**Primary Parts Information**

Qty.	Part Name	Part Number
1 (As required)	Driver's airbag	A 000 860 50 04 9116

**Warranty Information****With Software (Check and Work Procedure B)**

**Operation:** Connect/disconnect battery charger (02-5058)  
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
 Update software of Supplemental Restraint System (SRS) control unit (02-9334)  
 Check driver's airbag (02-1431)

Damage Code	Operation Number	Labor Time (hrs.)
91 921 06 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1
	02-1431	0.2

\*Operation item can only be invoiced once for each work order.

**With Software and Airbag (Check and Work Procedure A and B)**

**Operation:** Connect/disconnect battery charger (02-5058)  
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
 Update software of Supplemental Restraint System (SRS) control unit (02-9334)  
 Check driver's airbag (02-1431)  
 Replace driver's airbag (after check) (02-1432)

Damage Code	Operation Number	Labor Time (hrs.)
91 921 06 7	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1
	02-1431	0.2
	02-1432	0.1

\*Operation item can only be invoiced once for each work order.

 **Note**

Operation Number labor times are subject to change