

# Part 573 Safety Recall Report

# 19V-914

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** FEB 21, 2020**NHTSA Recall No. :** 19V-914**Manufacturer Recall No. :** 2020020014**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : 13470 International Parkway  
Jacksonville FL 32218

Company phone : 1-877-496-3691

**Population :**

Number of potentially involved : 10,041

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Mercedes-Benz GLC 300 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 235.349 0J4K 2371 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have a sunvisor with the correct Airbag Warning Label.

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0J4KB0KF509115 End : WDC0J4KBXKF574893  Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz GLC 300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 253.948 0G4J 1827 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have a sun visor with the correct airbag warning label.

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0G4JB0KF504545 End : WDC0G4JBXKF574957  Not sequential

Vehicle 3 : 2019-2019 Mercedes-Benz GLC 350e 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : 253.954 0G5E 1964 vehicles. The recall population was determined through production records. Vehicles outside the recall population have sun visors with the correct Airbag warning label.

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0G5EB0KF504481 End : WDC0G5EBXKF574974  Not sequential

Vehicle 4 : 2019-2019 Mercedes-Benz GLC300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 253.949 0G4K 1790 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have a sunvisor with the correct Airbag Warning label

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0G4KB0KF506049 End : WDC0G4KBXKF575105  Not sequential

Vehicle 5 : 2019-2019 Mercedes-Benz AMG GLC 43 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 253.364 0J6E 414 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have sun visors with correct Airbag warning labels

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0J6EB0KF507128 End : WDC0J6EBXKF555705  Not sequential

Vehicle 6 : 2019-2019 Mercedes-Benz AMG GLC 43

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 253.964 0G6E Vehicles. The recall population was determined through production records. Vehicles outside the recall population have sun visors with the correct Airbag warning label.

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0G6EB0KF505975 End : WDC0G6EBXKF574107  Not sequential

Vehicle 7 : 2019-2019 Mercedes-Benz AMG GLC 63 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 253.388 0J8J 131 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have a sun visor with the correct airbag warning label

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0J8JB0KF525131 End : WDC0J8JBXKF566494  Not sequential

Vehicle 8 : 2019-2019 Mercedes-Benz AMG GLC 63 S Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 253.389 0J8K 115 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have sun visor with the correct Airbag warning label.

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0J8KB0KF538525 End : WDC0J8KBXKF558393  Not sequential

Vehicle 9 : 2019-2019 Mercedes-Benz AMG GLC 63

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 253.988 0G8J 161 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have sun visors with the correct Airbag warning label.

Production Dates : JUL 24, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0G8JB0KF526228 End : WDC0G8JBXKF567143  Not sequential

## Description of Noncompliance :

Description of the Noncompliance : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain C-Class (205 platform) and GLC-Class (253 platform) vehicles could be equipped with incorrect country variants of the airbag warning labels on the outside/inside of the passenger side sun visor

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : In this case, the airbag warning labels in affected vehicles may not meet the local legal requirements. All the labels installed include pictograms indicating the proper use of a child seat. The accompanying explanations might not be in the local language. If a sunvisor label is in a foreign language, an occupant may not be aware of the risks a deploying airbag may pose to children sitting in the front seat, potentially increasing the risk of injury in the event of a crash.

Description of the Cause : Due to a deviation in the production process, incorrect country variants of the airbag warning labels might have been installed in certain vehicles.

Identification of Any Warning that can Occur : NR

## Supplier Identification :

## Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

On November 27, 2018, MBAG launched an investigation following a single report of an airbag warning label that contained incorrect country specific information on a vehicle at its Vehicle Processing Center in South Korea.

It was found that due to a software issue, the double check function performed by the bar code scanner at the production facility did not accurately record the status of the airbag label.

This issue had already been corrected in production, on November 26, 2018, one day before the vehicle at the South Korea VPC was observed. MBAG conducted a plant action whereby the airbag warning labels on approximately 2400 vehicles were manually inspected. Based on that review, a total of 5 vehicles (approximately 0.2%) were found to have an airbag label with country variant other than the one intended. On December 13, 2019, MBAG decided to conduct a recall campaign to inspect potentially affected vehicles and replace airbag warning labels as required. There are no indicators that any of the affected airbag warning labels were sent to the US market, and MBUSA has not received any reports in the US of non-English language airbag warning labels. Nonetheless, out of an abundance of caution, MBAG decided to include the US market in the recall campaign. As the agency is aware, MBAG is conducting a comprehensive review of potential compliance related issues. Once this matter was identified as part of that review, a decision was made to conduct this recall, and to include the US market in that campaign.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the airbag warning labels on the passenger side sun visor of the affected vehicles and replace the sun visor incl. warning label, as necessary.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Sun visor with correct airbag warning label

Part-No.	Part
A205 810 76 04	Sun visor
A205 810 74 04	Sun visor
A205 810 73 04	Sun visor
A221 817 12 20	Airbag warning label

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure of our plant ensures that this issue can no longer occur from January 08, 2019 onwards.

**Recall Schedule :**

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on December 27, 2019. Owners will be notified of the recall via an Interim letter on February 14, 2020. A copy of all communication will be provided when available.

Planned Dealer Notification Date : DEC 28, 2019 - NR

Planned Owner Notification Date : FEB 14, 2020 - NR

\* NR - Not Reported