

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 Initial Notification Airbag Warning Labels MY19 253 (GLC-Class)	DATE: December 28, 2019

IMPORTANT RECALL CAMPAIGN INFORMATION

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Airbag Warning Labels
TBA	19V914	19P2197196	
This is to notify you of a new Recall Campaign regarding the airbag warning label in 10,028 Model Year (“MY”) 2019 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 “PENDING” on December 28, 2019.			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that certain Model Year (“MY”) 19 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. In such case, the airbag warning labels in affected vehicles may not meet local requirements. All the labels installed include pictograms indicating the proper use of a child seat but the accompanying explanations might not be in the local language. If a sun visor 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.		
What We’re Doing	MBUSA will conduct a voluntary recall. 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.		
Parts	A remedy is not yet available. An additional notification will be sent once a remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	GLC-Class		
Vehicle Populations			
Total Recall Population	10,028		
Total Vehicles in Dealer Inventory	399		
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 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.			
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.			
Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY19 GLC-Class vehicles covered by this notification until the vehicle has been repaired.			
Next Steps/Notes			
Customer Notification Timeline	Customer letter 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.			

