

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 Airbag Warning Labels MY19 253 (GLC-Class)	DATE: February 24, 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

February 24, 2020

Campaign No. :

NHTSA ID

Campaign Desc. :

2020020014

19V914

19P5891604

Airbag Warning Labels

This is to notify you of a **Recall Campaign Launch** regarding the airbag warning label in **10,041** 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 were flagged in VMI as "OPEN" on February 21, 2020.

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 of the passenger side sun visor. In such case, the airbag warning labels may not meet local requirements. 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

The remedy is available and can be performed.

Vehicles Affected

Vehicle Model Year(s)

2019

Vehicle Model

GLC-Class

Vehicle Populations

Total Recall Population

10,041

Total Vehicles in Dealer Inventory

372

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 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. 2020020014, February 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC-Class (253 platform)**
Model Year 2019
Airbag Warning Labels

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 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. 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.

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.
- **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 10041 vehicles are involved.

Order No. P-RC-2020020014

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. Check airbag information labels on front passenger sun visor to make sure US/English version is correct.



Incorrect versions may have been applied.



The information labels are applied on the outer side of the front passenger sun visor.(Figure1)

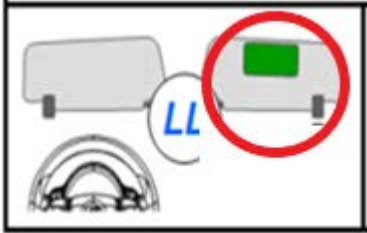


Figure 1

Specified airbag information label below is correct for the US/English version: The airbag information label must match this to be correct.



- A. **Incorrect** version of airbag information label applied: Carry out **work procedure**.
- B. **Correct** US/English version of airbag information label applied: **End measure**.

Work procedure

1. Replace sun visor (**AR68.60-P-5480NKB**) and airbag information label.



It is not possible to remove just the airbag information label from the sun visor, as the information label is part of the sun visor. The sun visor must be replaced along with the new label.

Primary Parts Information

Qty.	Part Name	Part Number
1	sun visor	*
1	Information label sun visor	A 221 817 12 20

*The replacement parts must be determined according to the VIN via XPPI.

Warranty Information**With check**

Operation: Check airbag information label on front passenger sun visor (02-1439)

Damage Code	Operation Number	Labor Time (hrs.)
58 916 04 8	02-1439	0.1

With check and replace

Operation: Check airbag information label on front passenger sun visor (02-1439)
Replace sun visor and information label (02-1440)

Damage Code	Operation Number	Labor Time (hrs.)
58 916 04 7	02-1439	0.1
	02-1440	0.2

**Note**

Operation Number labor times are subject to change.