



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 29, 2020

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC.
13470 International Parkway
Jacksonville, FL 32218

NEF-150JK
20V-298

Subject: Incorrect Replacement Passenger Air Bag Installed

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES BENZ/C250/2012
MERCEDES BENZ/C300/2012
MERCEDES BENZ/C350/2012
MERCEDES BENZ/C63 AMG/2012

Mfr's Report Date: May 22, 2020

NHTSA Campaign Number: 20V-298

Components:

AIR BAGS:PASSENGER SIDE FRONTAL

Potential Number of Units Affected: 747

Problem Description:

Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2012 C250, C250 Coupe, C300, C350, C350 Coupe, C63 AMG, and C63 AMG Coupe vehicles equipped with a front passenger air bag assembly replaced under a prior recall. An incorrect replacement front passenger air bag may have been installed.

Consequence:

An incorrect passenger air bag may not provide adequate protection, increasing the risk of injury in the event of a crash.

Remedy:

MBUSA will notify owners, and dealers will replace the passenger air bag module, free of charge. The recall is expected to begin June 26, 2020. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement