

Part 573 Safety Recall Report

20V-298

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : JUN 26, 2020

NHTSA Recall No. : 20V-298

Manufacturer Recall No. : 2020060011



Manufacturer Information :

Population :

Manufacturer Name : Mercedes-Benz USA, LLC.

Number of potentially involved : 640

Address : 13470 International Parkway

Estimated percentage with defect : 100 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

Vehicle Information :

Vehicle 1 : 2012-2012 Mercedes-Benz C250 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 2012 Mercedes-Benz C250 Coupe 391 vehicles. The recall population was determined through part tracing records. Vehicles outside of the recall population have did not have the incorrect airbag installed.

Production Dates : JUN 29, 2011 - JUN 16, 2012

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2012-2012 Mercedes-Benz C250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 2012 Mercedes-Benz C250 Sedan 60 vehicles. The recall population was determined through part tracing records. Vehicles outside of the recall population have did not have the incorrect airbag installed.

Production Dates : JUN 29, 2011 - JUN 16, 2012

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2012-2012 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 2012 Mercedes-Benz C300 Sedan 39 vehicles. The recall population was determined through part tracing records. Vehicles outside of the recall population have did not have the incorrect airbag installed.

Production Dates : JUN 29, 2011 - JUN 16, 2012

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 4 : 2012-2012 Mercedes-Benz C350 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 2012 Mercedes-Benz C350 Coupe 103 vehicles. The recall population was determined through part tracing records. Vehicles outside of the recall population have did not have the incorrect airbag installed.

Production Dates : JUN 29, 2011 - JUN 16, 2012

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 5 : 2012-2012 Mercedes-Benz C350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 2012 Mercedes-Benz C350 Sedan 4 vehicles. The recall population was determined through part tracing records. Vehicles outside of the recall population have did not have the incorrect airbag installed.

Production Dates : JUN 29, 2011 - JUN 16, 2012

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 6 : 2012-2012 Mercedes-Benz C63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 2012 Mercedes-Benz C63 AMG Sedan 4 vehicles. The recall population was determined through part tracing records. Vehicles outside of the recall population have did not have the incorrect airbag installed.

Production Dates : JUN 29, 2011 - JUN 16, 2012

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 7 : 2012-2012 Mercedes-Benz C63 AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 2012 Mercedes-Benz C63 AMG Coupe 44 vehicles. The recall population was determined through part tracing records. Vehicles outside of the recall population did not have the incorrect passenger side airbags installed.

Production Dates : JUN 29, 2011 - JUN 16, 2012

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2012 C-Class vehicles (204 platform) which are part of the Takata recall, a replacement passenger airbag may have been installed that is not approved for the specified carlines.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If an incorrect passenger airbag was installed, the airbag may not provide requisite protection, increasing the risk of injury in the event of a crash.

Description of the Cause : Certain dealers might not have followed the work instructions provided, and therefore installed an incorrect passenger airbag in certain vehicles.

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 : Passenger Airbag Module

Component Description : Passenger Airbag Module

Component Part Number : - A 204 860 12 00 05

Component Name 2 : Passenger Airbag Module

Component Description : Passenger Airbag Module

Component Part Number : - A 207 860 03 00 05

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In April 2020 MBAG became aware of isolated cases in which the documentation of recalled passenger airbag modules indicated that a replacement passenger airbag may have been installed as part of the Takata recall which is not approved for those carlines. Subsequently, an investigation was started to evaluate the performance of the installed passenger airbags in the affected vehicles in the event of a crash. In parallel, further analysis was conducted to identify all potentially affected vehicles.

On May 15, MBAG determined that a potential safety risk cannot be ruled out and to conduct a safety recall to ensure the intended replacement passenger airbag is installed in the vehicles. At the same time, authorized Mercedes-Benz Dealers who incorrectly installed the passenger airbag began to reach out to affected owners to have the correct airbag installed.

In early June, MBAG performed additional testing on the sedan, which revealed that an incorrect passenger airbag installed in the sedan would not result in the injury risk that prompted the initial inclusion of the sedan in the recall. After consultation with NHTSA, MBAG decided to remove the 107 unrepaired sedan vehicles from the recall. Any sedan owner who was contacted by a dealer may still have their vehicle remedied.

Description of Remedy :

Description of Remedy Program : As a precautionary measure, an authorized Mercedes-Benz dealer will replace the passenger airbag module on the affected vehicles.

There are no vehicles affected by this recall campaign covered by MBUSA's new vehicle warranty program. Customers who have already paid to have this recall condition corrected may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer.

How Remedy Component Differs from Recalled Component : Affected vehicles would receive the Passenger airbag approved for the respective carline.

Identify How/When Recall Condition was Corrected in Production : The affected dealers were made aware again on May 13th, 2020 of the correct airbag module part numbers so the issue is avoided in the future.

Recall Schedule :

Description of Recall Schedule : Owners will be notified of the voluntary recall campaign on July 10, 2020. Dealers will be notified of the pending voluntary recall campaign on May 29, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 29, 2020 - NR

Planned Owner Notification Date : JUL 10, 2020 - NR

* NR - Not Reported