

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 Supplement**  
**Incorrect Passenger-Side Airbag Module Installed**  
**MY12 C204 Coupe and W204 Sedan (C-Class)**

Date: June 26, 2020

## IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

### Important Note:

MBAG has determined that **only** C-Class Coupe Vehicles (C204.3XX) require the airbag replacement if the incorrect airbag was installed by a dealer. If an incorrect airbag was installed in a W204 C-Class **sedan** vehicle (W204.0XX) and the vehicle was marked as scheduled for repair or repaired before June 13, 2020, these vehicles are added to the campaign.

### For C204 C-Class coupe vehicles (C204.3XX):

- Please continue to reach out to **C-Class Coupe** owners who have not yet had the correct airbag replacement completed.
- The part number required for C-Class Coupe vehicles is: A 207 860 03 00 05

### For W204 C-Class sedan vehicles (W204.0XX):

- Dealers that were able to reach owners and install the correct airbag in the C-Class sedans are now able to submit the RO against the campaign.
- VINs with ROs sent to the [TakataOutreach@mbusa.com](mailto:TakataOutreach@mbusa.com) inbox on or before June 13, 2020 have been added to the campaign.

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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Incorrect Passenger-Side Airbag Module - Supplement</b>
2020060011	20V298	20P9194009	
<p>This is to notify you of a <b>Recall Campaign launch</b> regarding the installation of an incorrect passenger-side airbag ("PSAB") module on <b>640</b> Model Year (MY) 2012 C204 (C-Class Coupe) and W204 (C-Class Sedans) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Supplement VINs will be flagged in VMI as "OPEN" on <b>June 26, 2020</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2012 C-Class Coupe vehicles (C204 platform) which are part of the Takata recall, a replacement passenger airbag may have been installed that is not approved for the specified carlines. 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.		
<b>What We're Doing</b>	An authorized Mercedes-Benz dealer will replace the passenger airbag module on the affected vehicles with the correct airbag.		
<b>Parts</b>	<b>Parts are available and can be ordered as necessary.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2012		
<b>Vehicle Model</b>	C-Class Coupes and Sedans (C204.3XX, W204.0XX)		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	640		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY12 C-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.</b></p>			
<p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</b></p>			
<p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY12 C-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on approximately July 10, 2020. In addition, dealers have been proactively contacting affected owners.		
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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.		
<p>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.</p>			





Mercedes-Benz

Campaign No.2020060011, June 2020  
Revision B 6-26-2020 added damage code

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class Coupe vehicles (C204 platform)**  
**Model Year 2012**  
**Replace Incorrect Front Passenger-side Airbag**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2012 C-Class Coupe vehicles (C204 platform) that are part of the Takata recall, a replacement passenger airbag may have been installed by a dealer that is not approved for the specified carline. 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. An authorized Mercedes-Benz dealer will replace the passenger airbag module on the affected vehicles with the correct airbag.

Prior to performing this Recall Campaign:

- **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.

Approximately 538 vehicles are involved.

Order No. P-RC-2020060011

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.

## **Important Note:**

MBAG has determined that **only** C-Class Coupe Vehicles (C204.3XX) require the airbag replacement if the incorrect airbag was installed by a dealer. If an incorrect airbag was installed in a W204 C-Class **sedan** vehicle (W204.0XX), that VIN is only included in this campaign if the dealer completed the repair prior to June 13, 2020.

### **For C204 C-Class Coupe Vehicles (C204.3XX):**

- Please continue to reach out to **C-Class Coupe** owners who have not yet had the correct airbag replacement completed
- The part number required for C-Class Coupe vehicles is: A 207 860 03 00 05

### **For W204 C-Class Sedan vehicles (W204.0XX):**

- Dealers that were able to reach owners and install the correct airbag in the C-Class sedans are now able to submit the RO against the campaign.
- VINs with ROs sent to the [TakataOutreach@mbusa.com](mailto:TakataOutreach@mbusa.com) inbox on or before June 13, 2020 will be added to the campaign.

**i** **Note:** View the passenger-side airbag replacement videos prior to performing this procedure:

- **Location:** The Learning Link.
- **Course Code:**
- X0070E-US.MTA (AKUBIS®: Passenger's Airbag Replacement)
- Video is for reference purposes, be sure to follow work sequence and instructions in this Procedure.

1.  Load the **Mercedes-Benz PartScan** App. on Apple® iPhone® or Android® smart phone.

**i** **Note:**

- For Apple® iPhone® Users: The *MB PartScan* App is designed for generations of iPhone 5s and newer. However, for optimal experience and performance, we advise that an iPhone 6 and newer be used for scanning with the *MB PartScan* App.”
- Download app from Apple® store for iPhone® or Google® play for Android® (same as any other app download) then scan the QR code below to continue download (follow on-screen instructions).
- To install and transmit the data a WiFi connection is required.
- After downloading the App, a one-time security authentication is required by means of encrypted QR code. Verification can be performed by scanning the QR code below, before using the application.
- Ensure that only authorized personnel access to the QR Code the workshop receives.
- The following e-mail address is provided in the event UHD App support is required for the **Mercedes-Benz PartScan** App process: [Mbdiagnosis@mbusa.com](mailto:Mbdiagnosis@mbusa.com)



Figure 1

- The PartScan App must be utilized properly for every airbag recall repair in this campaign.
- If the VIN is missing, illegible or incomplete, it must be entered manually
- The airbag barcode scan may only be skipped if the barcode is missing, illegible or incomplete.
- **Never** scan a “dummy” barcode to skip the entry fields – See Example below
  - **When only the driver airbag** replacement is required, skip the passenger airbag scan by leaving fields blank.
  - **When only the passenger airbag** replacement is required scan and only press the passenger airbag “scan old component”.
- Always make sure the proper airbag is scanned in the respective entry field in the App (driver airbag for driver-side, passenger airbag for passenger-side)
- Part Scan Examples: Driver-side airbag only and Passenger-side airbag only scans



**WARNING!**  
 There is a risk of injury or death when performing testing or repair work on vehicles and when handling vehicle components. Be sure to read and observe all relevant safety instructions in WIS. This procedure must only be performed by trained personnel using proper tools and equipment.

**Procedure**

1. Disconnect ground line from the on-board electrical system battery.
2. Remove right A-pillar trim (**A, figure 2**).



Figure 2

3. Remove glove box housing
  - i** For basic data of model 204, see **AR68.10-P-1200CW**
  - i** Release inner retaining ring (**figure 3**) at the AUX connection towards the inside. The connection can then be removed from the glove box housing.
  - i** Pull iPod cable **with** rubber grommet out of glove box housing until the connector plug makes contact with the housing. **Do not pull cable out of rubber grommet** because it is bonded to the rubber grommet and will otherwise be damaged!
  - i** Pull out the iPod cable as far as possible and set down glove box housing on the windshield **with** exterior iPod cable connected (**figure 4**).



Figure 3



Figure 4



4. Remove air duct (**B, figure 5**) above the glove compartment.



Figure 5

5. Unclip and remove cover (**C, figure 6**) at the instrument panel on top.

**i** With a sound system, also remove speaker under the cover.



Figure 6

6. Remove center console (**AR68.20-P-2000CW**).
7. Remove automatic climate control and operating unit.

**i** For basic data of model 204, see **AR83.40-P-6350CW**

8. Remove trim (D, figure 7) around the instrument cluster.



For basic data of model 204, see **AR54.30-P-6015CW**.



Figure 7

9. Remove the two bottom threaded connections (E, figure 8) of the instrument cluster.



These screws are simultaneously fasteners for the instrument panel.



The upper two screws do not need to be removed.



Figure 8

10. Remove four screws (F, figure 9) for fastening the instrument panel



Figure 9

11. Disconnect electrical contacts (G, figure 10) at the front passenger airbag.



Figure 10

12. Remove lock nuts (H, figure 11) for the front the passenger airbag.



Lock nuts should only be replaced if they are damaged. For more info see:

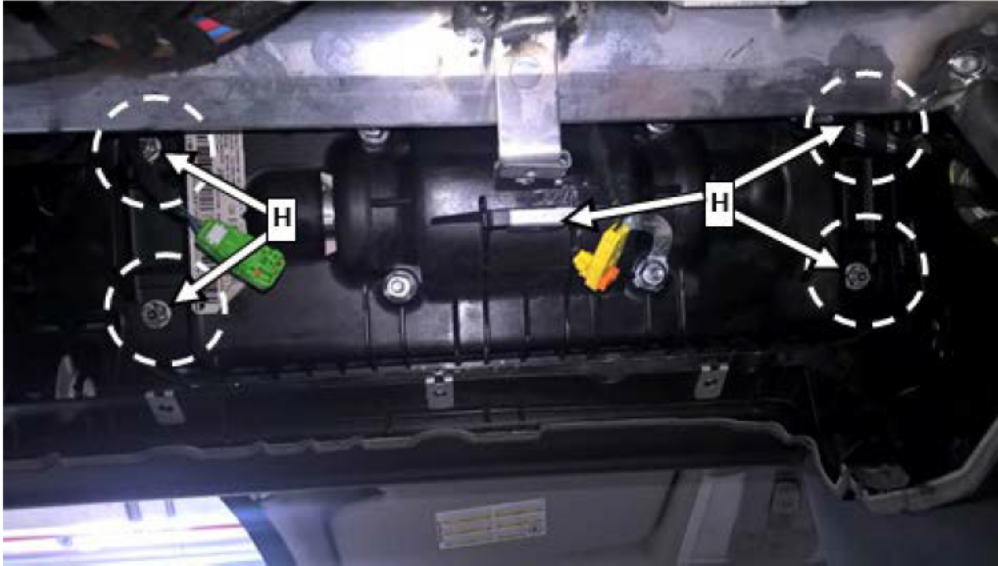


Figure 11

13. Slightly raise instrument panel at the front passenger side and remove the front passenger airbag in a downwards direction. Take special care not to crack the dashboard material.  
**DO NOT REMOVE THE DASHBOARD**

14. The PartScan App **must** be utilized properly for every airbag recall repair in this campaign. Use the "Scan VIN" button (figure 12) to scan the vehicle identification number either by the barcode or the text field.

**i** After scanning, compare the vehicle identification number that has been read in the app and correct any scanning errors manually.

**i** All required data can also be read off and entered manually.

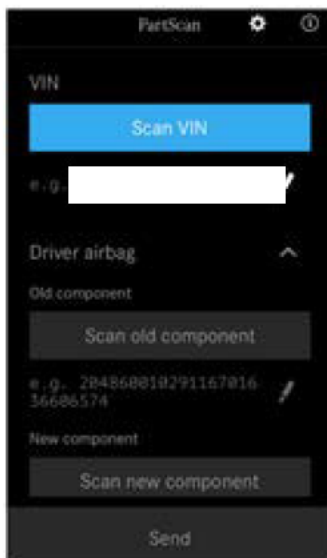


Figure 12

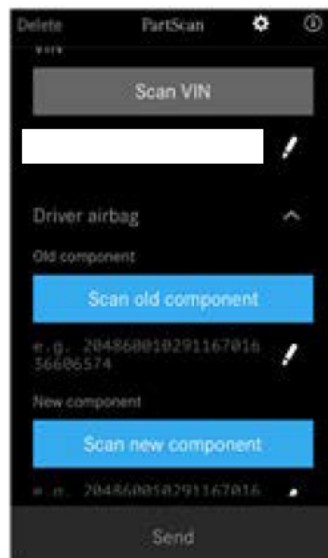








Figure 13



Figure 14

15. Since no driver airbag is replaced under this campaign, skip the driver airbag “Scan old/new component” barcode scan by leaving the field blank. **DO NOT scan a “dummy” driver airbag bar code!**
16. Scan barcodes of the removed passenger airbag using the button “Scan old component” (figure 13).
  -  Ensure that the lower barcode (J, figure 14) is scanned.
  -  This step can be omitted only if bar code is incomplete, illegible, or missing.
  -  All required data can also be read off and entered manually.
17. Scan the barcodes of the new passenger airbag using the button “Scan new component” (figure 13).
  -  Ensure that the lower barcode (J, figure 14) is scanned.
  -  All required data can also be read off and entered manually.
18. Create a scan ID via the “Send” button (figure 15).
  -  The generated scan ID (figure 16) must be recorded in writing in the workshop order and then stored in a tamper-proof manner.

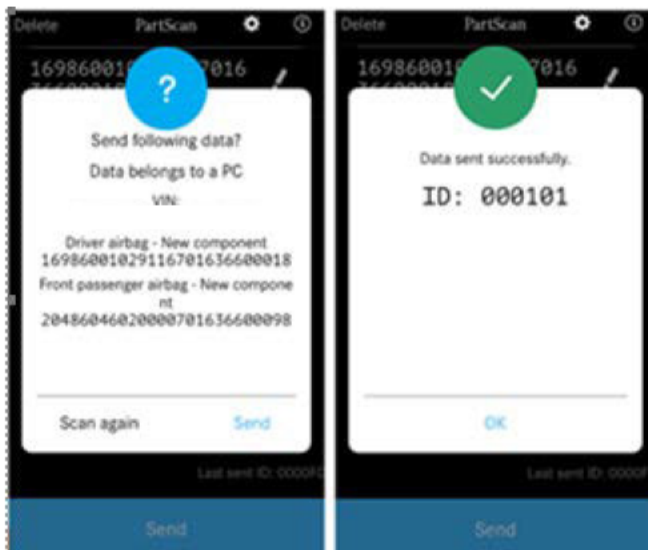



Figure 15

Figure 16

 For order invoicing, it is **mandatory** to enter the “ID” in the comment field of the EVA / VEGA application.

ID: \_\_\_\_\_




19. Carefully insert the new front passenger airbag authorized for the vehicle from below and fasten to the instrument panel with 4 nuts.
  -  Contrary to the work instructions in WIS, it is **not** necessary to check the supplemental restraint system with XENTRY/DAS following front passenger airbag replacement.
  -  Nut of front passenger airbag at instrument panel 5 Nm.
20. Place instrument panel back into position and install the air ducts (K, figure 17) correctly.
  -  The air ducts are pulled out when the instrument panel is raised.



Figure 17

21. Assemble in reverse order.

22. Connect ground line to on-board electrical system battery.

23. Turn the transmitter key in the electronic ignition lock to **position 1** and check whether the airbag indicator lamp (**L**, **figure 18 or 19**) correctly switches off after a few seconds.

**i** The SRS check is thus completely ensured after airbag replacement.

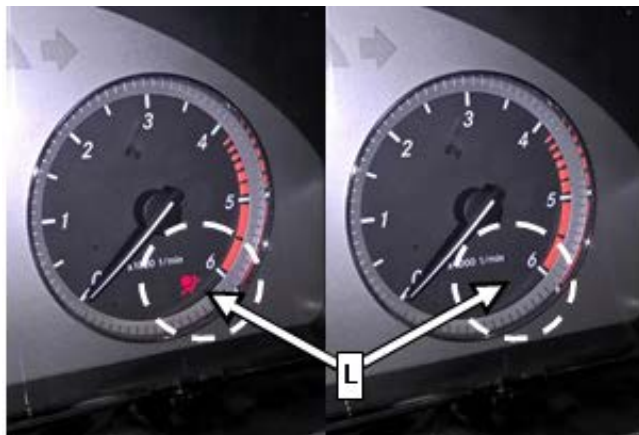
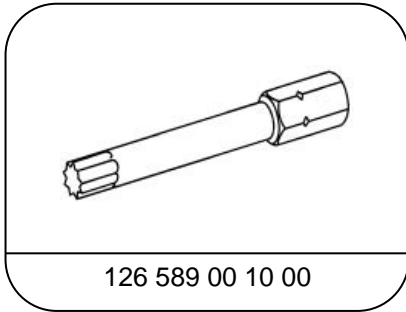


Figure 18



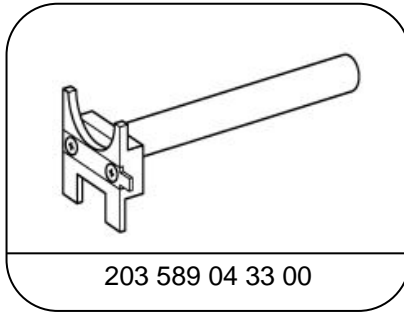
Figure 19

**Special Tools**



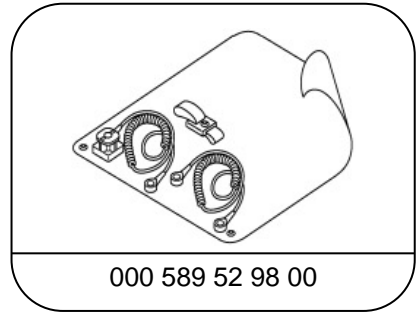
126 589 00 10 00

Screwdriver bit



203 589 04 33 00

Removal lever  
Removal lever



000 589 52 98 00

Electro Static Discharge (ESD) kit (or locally sourced equivalent)  
Electro Static Discharge (ESD) kit (or locally sourced equivalent)

**i Note:**

- Requested parts must be returned in accordance with the warranty parts return requirements section found in the policy and procedures manual.
- Use the attached hazmat shipping document as a guide for shipping airbags.

**i Note** (regarding WIS documents referenced in this Procedure):

Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

**Primary Parts Information**

Qty.	Part Name	Part Number
As required	Front passenger airbag Type C204 Coupe (204.3XX)	A 207 860 03 00 05

**NOTE: Part numbers are NOT interchangeable between sedan and coupes/cabrio!**

**i Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.

**Warranty Information**

Damage Code	Operation Number	Labor Time (hrs.)
91 940 09 7	*	*

**\*Campaign does not reimburse for labor due to incorrect prior repair and therefore will not include an operation number with labor times. Claims will only be accepted to cover passenger airbag cost.**



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## Hazardous Materials Shipping Instructions - GROUND

Part Name: Airbag Part Numbers:	Hazardous Properties: Contains initiating component which deploys (inflates) airbag.
------------------------------------	-----------------------------------------------------------------------------------------

STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE								
PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS	
1 box		X	UN3268, Safety devices, 9	Write gross weight of box here				
This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.								
SHIPPER <b>HazMat Employee Signs</b>				CARRIER <b>Name of Carrier</b>				
<b>EMERGENCY CONTACT: CHEMTREC 1-800-424-9300</b>								

### Steps to Return an Airbag:

#### REQUIRED PACKAGING:

- Carefully open received box and remove new airbag. Keep box intact & save all contents!
- Place used airbag into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive tape 50 mm wide to secure the box closed. Do not obscure labels or text on the box with the tape.
- Ensure that the 4G fiberboard box is not ripped or damaged.

#### REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

#### REQUIRED PACKAGE MARKINGS:

- The following words ("marking") must also be clearly visible on the same side of the box as the Class 9 label:  
**Safety devices**  
**UN3268** (font size must be  $\geq \frac{1}{2}$  inch)
- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

#### DOCUMENTATION:

- Include a HAZMAT bill of lading (see above example) with the package. For returns via DDS or FedEx Ground, the system will generate the Hazmat bill of lading.

#### COMMENTS:

- **Note:** The Packing Group and the EX# are no longer required to be printed on the HAZMAT bill of lading.
- **Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016





Mercedes-Benz



## Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbag Part Numbers:	Hazardous Properties: Contains initiating component which deploys (inflates) airbags.
------------------------------------	------------------------------------------------------------------------------------------

STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE							
PIECE	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	UN3268, Safety devices, 9 OVERPACK USED	Write gross weight of box here			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

SHIPPER	HazMat Employee Signs	CARRIER	Name of Carrier
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300			

### Steps to Return Multiple Airbags in 1 Box:

#### REQUIRED PACKAGING:

- Carefully open received UN spec box and remove new airbag. Keep the box intact & save all contents!
- Place used airbag back into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive packaging tape 50 mm wide to secure box closed. Do not obscure labels or text on box with tape.

#### REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

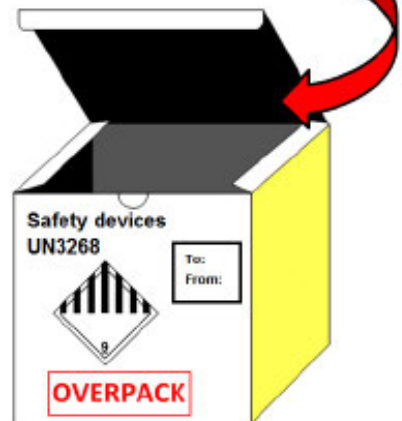
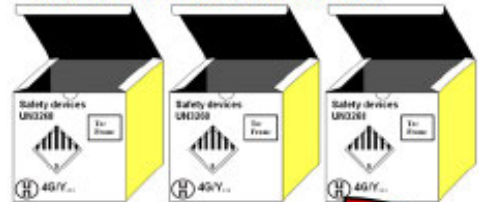
#### REQUIRED PACKAGE MARKINGS:

- The following words ("markings") must also be clearly visible on the same side of the box as the label:  
**Safety devices**  
**UN3268** (font size must be  $\geq \frac{1}{2}$  inch)
- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

#### OVERPACKS (more than 1 airbag sent as 1 shipment):

- Package each airbag in a separate UN spec box prepared with the labels/markings described above.
- Place each individual airbag box inside a larger non-UN spec box to keep the shipment together.
- This larger box is called an "OVERPACK."

- The OVERPACK must have the identical markings and label as the boxes contained inside.
- The OVERPACK must have the "OVERPACK" statement on the same face as the hazard markings and labels. **Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016