

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**
Incorrect Passenger-side Airbag Module Installed
MY2012 204 (C-Class)

Date: May 29, 2020

IMPORTANT RECALL CAMPAIGN

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. :	Incorrect Passenger-side Airbag Module
TBA	20V298	20P2197256	

This is to notify you of a new **Recall Campaign** regarding the installation of an incorrect passenger-side airbag (“PSAB”) Module on **747** Model Year (MY)2012 204 (C-Class) 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 May 29, 2020.

Background

Issue 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. 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.

What We're Doing An authorized Mercedes-Benz dealer will replace the passenger airbag module on the affected vehicles.

Parts **An additional notification will be sent when the remedy is available.**

Vehicles Affected

Vehicle Model Year(s)	2012
Vehicle Model	C-Class

Vehicle Populations

Total Recall Population	747
Total Vehicles in Dealer Inventory	0

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.

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)

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.

Next Steps/Notes

Customer Notification Timeline	Dealers are proactively contacting affected owners. In addition, customer letters will be mailed approximately one week after the recall is launched to dealers.
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.

