

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**
Calibration of the Passenger Seat Limiter
MY20-21 213(E-Class)

Date: April 16, 2021

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Calibration of the Passenger Seat Limiter
2021040002	21V216	21P9190208	

This is to notify you of a Recall Campaign launch regarding the calibration of the passenger seat limiter on **109** Model Year ("MY") 2020-2021 213 (E-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 "OPEN" on **April 16, 2021**.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 E-Class vehicles (213 platform), the passenger seat adjustment might not meet specifications. In this case, the range of movement for the front passenger seat could allow the passenger to position the seat too close in relation to the front passenger airbag. In the event of a crash and with the front passenger seat in the forward-most position, the risk of injury of the front passenger seat occupant could be increased.
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What We're Doing	MBUSA will conduct a voluntary Recall Campaign. As a precautionary measure, an authorized Mercedes-Benz dealer will perform the calibration of the passenger seat limiter on the affected vehicles.
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Parts	Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.
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Vehicles Affected

Vehicle Model Year(s)	2020-2021
Vehicle Model	E-Class

Vehicle Populations

Total Recall Population	109
Total Vehicles in Dealer Inventory	3

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 E-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 MY20-21 E-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.





Mercedes-Benz

Campaign No. 2021040002, April 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models E-class (213 platform)**
Model Year 2020-2021
Calibration of the Passenger Seat Limiter

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 E-Class vehicles (213 platform), the passenger seat adjustment might not meet specifications. In this case, the range of movement for the front passenger seat could allow the passenger to position the seat too close in relation to the front passenger airbag. In the event a crash and the front passenger seat is pulled to the forward most position, the risk of injury of the front passenger seat occupant could be increased. An authorized Mercedes-Benz dealer will perform the calibration of the passenger seat limiter on the affected vehicles.

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.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 109 vehicles are involved.

Order No. P-RC-2021040002





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.

i Note:

- Use Xentry 12/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Procedure

1. Connect XENTRY Diagnosis.
2. Perform teach-in process in front passenger electrical seat adjustment control unit.

i To do this, select menu item "Quick test view  **N32/2 Electrical seat adjustment "front passenger" with memory function (ESE "front passenger")**  Adaptations  Teach-in processes  Normalization.

i Then follow the user guidance in XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Perform teach-in process in front passenger electrical seat adjustment control unit (with XENTRY Diagnosis connected) (02-0995)

Damage Code	Operation Number	Labor Time (hrs.)
91 902 08 8	02-5058*	0.1
	02-4762*	0.1
	02-0995	0.1

* Operation item may be invoiced only once for each workshop order

i Note

Operation Number labor times are subject to change