

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**
Check Guide Bushing on Rear Head Restraints
MY21 205 and 238 (C-Class and E-Class)

Date: July 2, 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. :	Check Guide Bushing on Rear Head Restraints
2021060010	21V406	21P9190209	
<p>This is to notify you of a Recall Campaign launch to check the guide bushing on the rear head restraints on 219 Model Year ("MY") 2021 C-Class and E-Class (205 and 238 platform) 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 July 2, 2021.</p>			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 C-Class Convertible and E-Class Convertible (205 and 238 platform) vehicles, the mounting point of the rear headrests to the seatback might not meet specifications. In this case, the rear headrests might move or detach from the seat in the event of a crash. This could increase the risk of injury.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the guide bushings on the rear seatbacks of the potentially affected vehicles and replace them, if necessary.		
Parts	Parts are available and can be ordered as necessary. Estimated Replacement Rate ~2%		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	C-Class and E-Class		
Vehicle Populations			
Total Recall Population	219		
Total Vehicles in Dealer Inventory	12		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21 C-Class and 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.</p> <p>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).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY21 C-Class and E-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
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.		
<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. 2021060010, July 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class Convertible and E-Class Convertible (205 and 238 platform)
Model year 2021**

Check Guide Bushing on Rear Head Restraints

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 C-Class Convertible and E-Class Convertible (205 and 238 platform) vehicles, the mounting point of the rear headrests to the seatback might not meet specifications. In this case, the rear headrests might move or detach from the seat in the event of a crash. This could increase the risk of injury. An authorized Mercedes-Benz dealer will check the guide bushings on the rear seatbacks of the potentially affected vehicles and replace them, if necessary.

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 12 vehicles are involved.

Order No. P-RC-2021060010

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.

Check head restraint guides on rear head restraints and replace if necessary

Models 205 and 238

Check/test procedure

1. Fold both seat backrests in the rear passenger compartment forward.
2. Check head restraint guide sleeves on the underside of **both head restraints in the rear passenger compartment**.

i A head restraint guide sleeve with a locking clip and release lever must be installed in the direction of travel on the **right side of each head restraint (A, Figure 1)**.

i In each case, the **locking clip (B, Figure 1)** must **point toward the right side of the vehicle**.

i In each case, the **release lever (C, Figure 1)** must **point toward the left side of the vehicle**.

i Guide sleeves without a lock must be installed in the direction of travel on the left side of the head restraints.

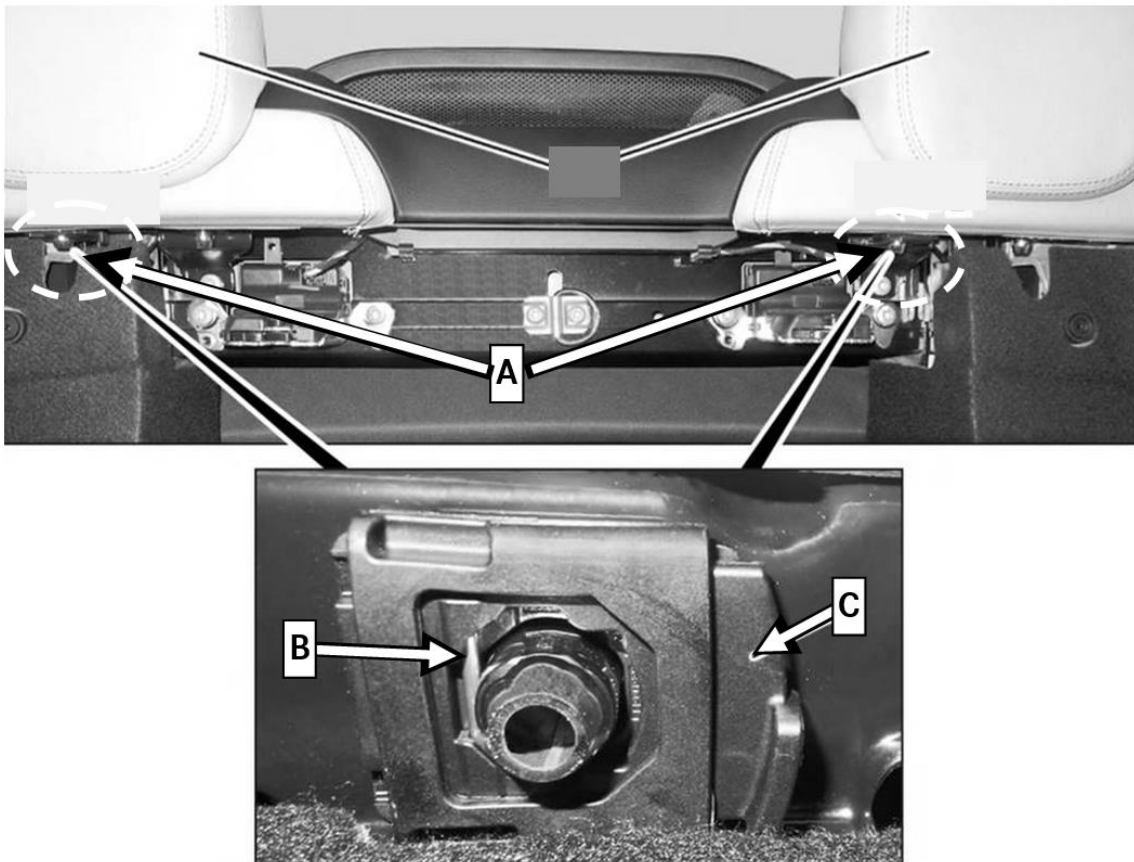



Figure 1

- a. Head restraint guide sleeve or sleeves twisted or installed on the wrong side: Carry out **work procedure**.
- b. Head restraint guide sleeves installed **correctly: End measure**.

Work procedure

1. Replace incorrectly installed head restraint guide sleeves (AR91.16-P-1776LWR)

 Between 1 and 4 head restraint guide sleeves may be required

Primary Parts Information

Qty.	Part Name	Part Number
As required (2)	Rear head restraint guide with release	A 205 970 67 00
As required (2)	Rear head restraint guide without release	A 205 970 68 00

Note:

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

- Operation: (02-0933)** Check head restraint guides (all) on rear head restraints
- (02-0936)** Replace 2 head restraint guides on one rear head restraint (after check)
Includes: Replace 1 or 2 guides on one head restraint
- (02-0935)** Replace 4 head restraint guides on 2 rear head restraints (after check)
Includes: Replace 2 to 4 guides on both head restraints

Damage Code	Operation Number	Labor Time (hrs.)
91 902 09	02-0933	0.2
	02-0936	0.7
	02-0935	1.0

Note

Operation Number labor times are subject to change.