

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 Replace Airbag Control Unit MY20 GLS-Class (X167 platform)	DATE: 10/15/2021

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



Recall Campaign Launch Notification			October 15, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Airbag Control Unit
2021100001	21V771	21P5494101	
<p>This is to notify you of a Recall Campaign to replace the airbag control unit on 3 Model Year (“MY”) 2020 GLS-Class (X167 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 October 15th, 2021.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLS-Class vehicles (X167 platform), the airbag control unit software might not meet current production specifications. If the vehicle’s airbag control unit software does not meet current production specifications, in the event of a crash with activation of driver’s frontal airbag, the risk of injury to the driver might increase.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the airbag control unit, which includes the correct software, on the affected vehicles.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLS-Class		
Vehicle Populations			
Total Recall Population	3		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY20 GLS-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 <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY20 GLS-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on 10/29/2021.		
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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2021100001, October 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLS-Class (167 platform)**
Model Year 2020

Replace Airbag Control Unit

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLS-Class vehicles (X167 platform), the airbag control unit software might not meet current production specifications. If the vehicle’s airbag control unit software does not meet current production specifications, in the event of a crash with activation of driver’s frontal airbag, the risk of injury to the driver might increase. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the airbag control unit, which includes the correct software, on the affected vehicles.

Prior to performing this 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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 3 vehicles are affected.

Order No. P-SC-2021100001

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

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Replace Airbag Control Unit

Model 167

- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (06/2021)** or higher.
- Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle's **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

i If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

Work Procedure

1. Replace Supplemental Restraint System (SRS) control unit (**AR91.60-P-0624ME**).

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

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 941 01	02-0737	Replace SRS control unit Includes: Disconnect/connect ground line of battery	2.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

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

i **Note:** *Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*