

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: <b>Recall Campaign Launch Notification</b> <b>Update Passenger Seat Occupant Recognition System</b> <b>MY21 S-Class (223 platform)</b>	DATE: November 12, 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			November 12, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Update Passenger Seat Occupant Recognition System</b>
2021100010	21V789	21P5499009	
<p>This is to notify you of a <b>Recall Campaign launch</b> regarding updating the passenger seat occupant recognition system on <b>1,311</b> Model Year (“MY”) 2021 223 (S-Class) 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. Affected VINs will be flagged in VMI as "OPEN" on <b>November 12, 2021</b>.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”) has determined that on certain Model Year (“MY”) 2021 S-Class (223 platform) vehicles, the airbag control unit software might not meet specifications. The control unit for the occupant recognition might be deactivated permanently by the airbag control unit upon vehicle shut-down. As a consequence, the passenger airbag might be deactivated despite an occupant sitting on the front passenger seat. This could increase the risk of injuries for the passenger in the event of a crash with a potential airbag deployment.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the airbag control unit software on the affected vehicles.		
Parts	<b>The remedy is available and can be performed.</b>		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	S-Class		
Vehicle Populations			
Total Recall Population	1,311		
Total Vehicles in Dealer Inventory	104		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21 S-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 MY21 S-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on 11/29/2021.		
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. 2021100010, November 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**  
**Model Year 2021**

## **Update Passenger Seat Occupant Recognition System**

Mercedes-Benz AG (“MBAG”) has determined that on certain Model Year (“MY”) 2021 S-Class (223 platform) vehicles, the airbag control unit software might not meet specifications. The control unit for the occupant recognition might be deactivated permanently by the airbag control unit upon vehicle shut-down. As a consequence, the passenger airbag might be deactivated despite an occupant sitting on the front passenger seat. This could increase the risk of injuries for the passenger in the event of a crash with a potential airbag deployment. An authorized Mercedes-Benz dealer will update the airbag control unit 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 1,311 vehicles are affected.

Order No. P-SC-2021100010

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

# Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

## Update Passenger Seat Occupant Recognition System

Model 223

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- 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 charger to ensure sufficient power supply of the vehicle **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. Connect XENTRY Diagnosis.
  2. Update N2/5 **Supplemental Restraint System (SRS)** control unit software.
    - i** To do this, select menu item "Quick test view – N2/5 Supplemental Restraint System (SRS) – Adaptations – Configuration – Manual settings – Check of control unit software
      - Action 0500 2021 0047 **model 223** from SOP (except code 802)
      - Action 0500 2021 0225 **model 223** (with code 802)
    - i** Then follow the user guidance in XENTRY Diagnosis.
  3. Disconnect XENTRY Diagnosis.
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**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.)
54 990 09	02-5058	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-9334*	Update software of Supplemental Restraint System (SRS) control unit (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.*