

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>Check All Seat Assemblies</b> <b>MY20-21 GLE-Class, GLS-Class and C-Class</b> <b>(167 and 205 platform)</b>	DATE: 11/24/2021

## 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 24, 2021

Campaign No. :

NHTSA ID

Campaign Desc. :

2021110010

21V818

21P9190015

## Check All Seat Assemblies

This is to notify you of the **Recall Campaign Launch** to check all seat assemblies on **27** Model Year ("MY") 2020-2021 GLE-Class, GLS-Class and C-Class (167 and 205 platform) vehicles. The recall campaign will be visible on the [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on **November 24, 2021**.

## Background

## Issue

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 GLE-Class/GLS-Class (167 platform) and C-Class (205 platform) vehicles, the seat assembly might not meet current production specifications. Various components of the seats may not have been installed or may not match production specifications.

## What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect various components of the seats and ensure that all seats are assembled according to current production specifications.

## Parts

**The remedy is available and can be performed. Please note that the estimated replacement rate is 7%. Parts should only be ordered in the event a replacement is required.**

## Vehicles Affected

## Vehicle Model Year(s)

2020- 2021

## Vehicle Model

GLE-Class, GLS-Class and C-Class

## Vehicle Populations

## Total Recall Population

27

## 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 MY20-21 GLE-Class, GLS-Class and 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 MY20-21 GLE-Class, GLS-Class and C-Class vehicles covered by this notification until the vehicle has been repaired.**

## Next Steps/Notes

## Customer Notification Timeline

Customer letters will be mailed on 12/3/2021.

## 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.

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.



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2021110010, November 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class, GLS-Class and C-Class (167 and 205 platform)  
Model Year 2020-2021**

## **Check All Seat Assemblies**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 GLE-Class/GLS-Class (167 platform) and C-Class (205 platform) vehicles, the seat assembly might not meet current production specifications. Various components of the seats may not have been installed or may not match production specifications. An authorized Mercedes-Benz dealer will inspect various components of the seats and ensure that all seats are assembled according to current production specifications.

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 27 vehicles are affected.

Order No. P-SC-2021110010

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

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## Check All Seat Assemblies

Model 167 and 205

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### Check/test procedure

- i** Depending on the vehicle equipment variant, the check/test procedure must be performed on the left and right front seat, the second and third seat row.
1. Check all threaded connections for the attachment of the seats on the vehicle for correct torque.
    - i** Torque of threaded connections of complete seats **50 Nm** in model 167 (left and right front seat, the second and third seat row)!
      - i** For basic data for front seats, see **AR91.10-P-1000ME** for model 167.
      - i** For basic data for second seat row, see **AR91.12-P-4026ME** for model 167.
      - i** For basic data for third seat row, see **AR91.12-P-0007MEX** for model 167.
    - i** Torque of threaded connections of front seats **50 Nm** in model 205!
      - i** For basic data for front seats, see **AR91.10-P-1000LW** for model 205.
    - i** Torque of threaded connections of rear seat cushions **8 Nm** in model 205!
      - i** For basic data for rear seat cushion, see **AR91.12-P-1020LWA** for model 205.
    - i** Torque of threaded connections of rear seat backrest **40 Nm** in model 205!
      - i** For basic data for rear seat backrest, see **AR91.12-P-1620LW** for model 205 without code 287.
      - i** For basic data for rear seat backrest, see **AR91.12-P-1720LW** for model 205 with code 287.
  2. Check whether the seats of the second seat row (seat cushion, seat backrest, side cushion and armrest) are present and correspond to the correct equipment variant.
    - i** The side cushions and the armrest are installed depending on the equipment variant.
  3. Check whether the seats of the third seat row (seat cushion and seat backrest) are present and correspond to the correct equipment variant.
  4. Check whether the switch for the seat backrest release (easy entry feature/seat release) and the emergency release strap (**figure 1**) are present at the second seat row.
    - i** **Only** in **model 167.9** and **167.1** with code 567 (REAR SEAT FORE/AFT ADJUSTMENT)!
    - i** **Only** for vehicles with the third seat row equipment variant.
    - i** For basic data for seat backrest release switch, see **AR91.29-P-7061MEB**.



Figure 1

5. Check whether all head restraints correspond to the correct version in accordance with the vehicle equipment variant (manual or electrical) and that the head restraint guides are present.

5.1. Carry out visual check of head restraints.

**i** For vehicles with **manual** head restraints.

5.1.1. Check whether the head restraint guides are present and that the version is correct.

**i** There must be two head restraint guides present per head restraint. One head restraint guide with release knob and one without release knob.

5.1.2. Check whether the detent notches are present on one of the head restraint bars.

**i** For vehicles with **electrical** head restraints.

5.1.3. Check whether the head restraint guides are present and that the version is correct.

**i** There must be two head restraint guides without release knob present per head restraint.

5.1.4. Check whether there are no detent notches present on the head restraint bars.

Head restraint:

**i** For basic data on front seat, see **AR91.16-P-0040ME** for model 167.

**i** For basic data on second seat row, see **AR91.16-P-1770ME** for model 167.

**i** For basic data on third seat row, see **AR91.16-P-0005MEX** for model 167.

**i** For basic data on front seat, see **AR91.16-P-0040LW** for model 205.

**i** For basic data on second seat row, see **AR91.16-P-1770LW** for model 205.

Head restraint guide:

**i** For basic data on front seat, see **AR91.16-P-0051M** for model 167.

**i** For basic data on second seat row, see **AR91.16-P-1776ME** for model 167.

**i** For basic data on third seat row, see **AR91.16-P-0006MEX** for model 167.

**i** For basic data on front seat, see **AR91.16-P-0050LW** for model 205.

**i** For basic data on second seat row, see **AR91.16-P-1775LW** for model 205.

5.2. Perform function test of head restraints.

**i** For basic data on front seat head restraint motor, see **AR91.29-P-1432ME** for model 167.

**i** For basic data on head restraint motor at second seat row, see **AR91.29-P-1460ME** for model 167.

**i** For basic data on front seat head restraint motor, see **AR91.29-P-1432LW** for model 205.

6. Check whether the threaded connections of the seat backrest trim (**A, figure 2**) at the front seats (driver and front passenger seat) are present and correctly attached.

**i** Only for **model 167**.

**i** For basic data, see **AR91.10-P-1912ME** for model 167.



Figure 2

7. Check whether the fire extinguisher holder (**B**) at the driver's seat and fire extinguisher (**C**) are present (**figure 3**).

**i** Only for vehicles with code **682** (FIRE EXTINGUISHER).

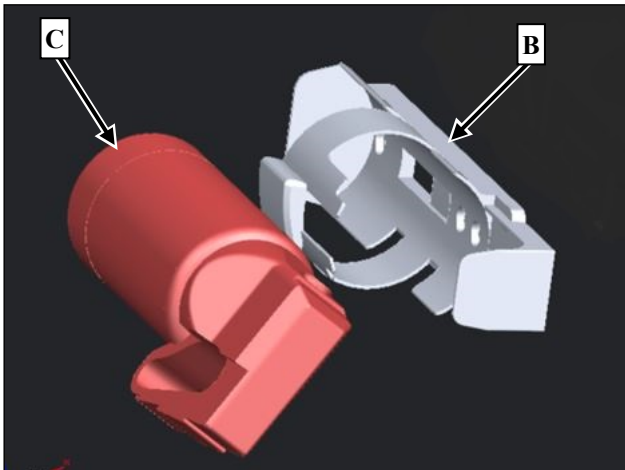


Figure 3

8. Check whether the side inner trims (**D, figure 4**) and side outer trims (**E and F, figure 5**) at the front seats (driver and front passenger seat) are present.

**i** For basic data, see **AR91.10-P-1200ME** for model 167.

**i** For basic data for inner trim, see **AR91.10-P-1202LW** for model 205.

**i** For basic data for outer trim, see **AR91.10-P-1201LWA** for model 205.

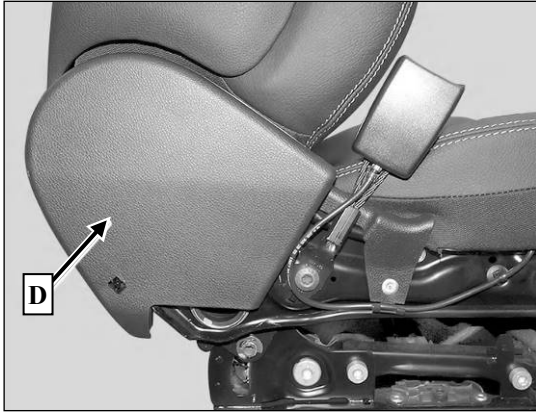


Figure 4

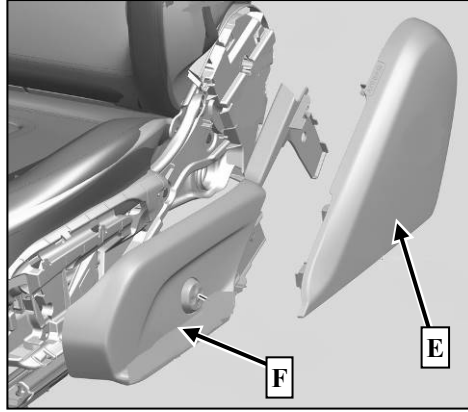


Figure 5

9. Check whether the covers for the child seat anchors at the second seat row are present and correspond to the correct equipment variant (**figure 6 - sample illustration**).

**i** Depending on the equipment variant, ISOFIX or i-Size child seat anchors.

10. Check whether the covers for the child seat anchors at the third seat row are present and correspond to the correct equipment variant (figure 6 - sample illustration).

**i** **Only** for model **167.9**.

**i** Depending on the equipment variant, ISOFIX or i-Size child seat anchors.

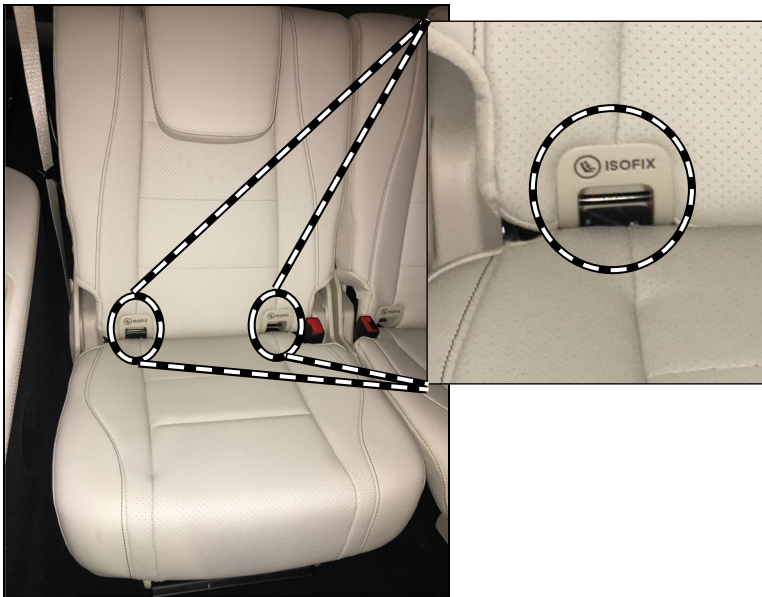


Figure 6

11. Check whether the cover of the seat belt guide for the lap belt of the second seat row is present.

**i** For basic data, see **AR91.40-P-0683ME** for model 167.

**i** For basic data, see **AR68.30-P-4581LW** for model 205.

12. Check whether correct equipment variant of seat adjustment unit at the front seats is present.

**i** The Hall sensors (figure 7) may **only** be installed in vehicles **with** code **494** (USA VERSION) or **460** (CANADA VERSION).



- i** The Hall sensor is located, in each case, on the inner side of the seat adjustment unit of the front seats.



Figure 7

- a. **Complete** seats **OK**: Perform **work procedure A** .
- b. **Component part or component parts** of seats **not OK**: Perform **work procedure A** and **B** .

### Work procedure A

- i** Work procedure A must only be performed on vehicles with the following vehicle identification numbers (VIN).

- W1N1671172A263162
- 55S2050841U334930
- 55S2050841U334934

1. Replace seat cushion for front passenger seat.

**i** For basic data, see **AR91.10-P-3310ME** for model 167.

**i** For basic data, see **AR91.10-P-5040LWA** for model 205 without code 221.

**i** For basic data, see **AR91.10-P-5040LW** for model 205 with code 221.

### Work procedure B

1. Replace affected component parts.

**i** The associated work instructions (AR) documents must be taken from the WIS system in accordance with the equipment variant for the vehicle identification number.

**i** If the Hall sensors of the seat adjustment unit at the front seats have been installed in vehicles **without** code **494** (USA VERSION) or **460** (CANADA VERSION), the seat adjustment unit at the front seats must be replaced by the correct version in accordance with the vehicle equipment variant!

**i** If - in spite of code **494** (USA VERSION) or **460** (CANADA VERSION) - no Hall sensors and no associated cutout in the seat adjustment unit are present, the seat adjustment unit must be replaced by the correct equipment variant and the Hall sensor installed.

**i** For the installation of the Hall sensors of the seat adjustment unit at the front seats in vehicles **with** code **494** (USA VERSION) or **460** (CANADA VERSION), please proceed as follows.

- 1.1. Release front seat and remove **rear cover caps** (if present) from seat rails of seat adjustment unit.




1.2. Place suitable pads behind the seat adjustment unit to protect the floor covering against damage/pressure marks caused by the seat rails of the seat adjustment unit when the front seat is tilted.

1.3. Switch off ignition.

1.4. Clip Hall sensor (**G, figure 7**) into envisaged cutout in the seat adjustment unit.

1.5. Attach Hall sensor (**G, figure 7**) using screw (**H, figure 7**) to seat adjustment unit.

 Screw, Hall sensor to seat adjustment unit **3.5 Nm**.

 Connect electrical connector.

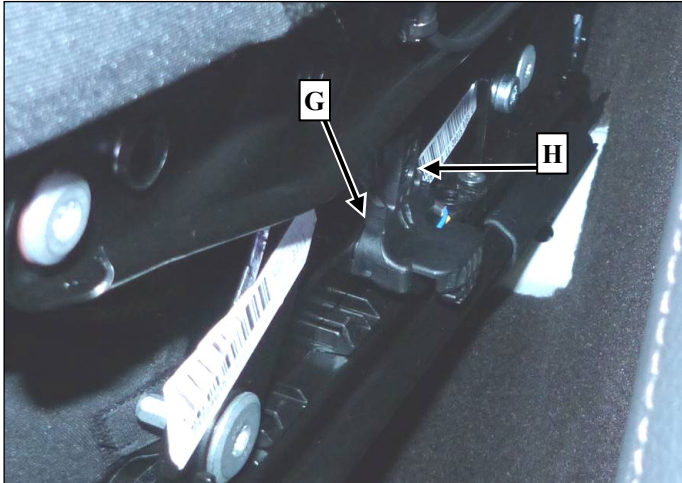



Figure 7


1.6. Assemble in reverse order.

### Primary Parts Information

Qty.	Part Name	Part Number
As required *	*	*

\* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.


 Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

 **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.)
<b>91 900 15</b>	<b>02-0771</b>	Check complete seats	1.9
	<b>02-0772</b>	Replace seat cushion for front passenger seat (after check) model 167 <b>Includes:</b> Disconnect/connect ground line of battery of 12 V on-board electrical system, remove/install front passenger seat; calibrate WSS sensors	1.8
	<b>02-0772</b>	Replace seat cushion for front passenger seat (after check) model 205.0 <b>Includes:</b> Disconnect/connect ground line of battery of 12 V on-board electrical system, remove/install front passenger seat; calibrate WSS sensors	1.6
	<b>02-0773</b>	Replace affected component part (after check)	ZM
	<b>02-4762*</b>	Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1
	<b>02-5058*</b>	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

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

 **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.