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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers, Service Directors	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign 2017030011 Various Models MY 2005 - 2014 Replace Driver-side and/or Passenger-side Airbag	DATE: March 17, 2017

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

Please see below and the attached document for the subject new service campaign.

Overview:

- Your AOM will send you a VIN list for each VIN-specific driver and/or passenger airbag part number.
 - o The vehicle may require either a driver airbag only, a passenger airbag, or both. The List indicates which airbag(s) is required for each VIN
- Airbags are being allocated to dealers and are already starting to arrive.
- **Dealers should not place orders for any additional parts – we do not have them yet.**
- The airbags should **only** be used for the VINs on the list, since each specific VIN will be flagged in VMI for the respective airbag replacement.
 - o Please send an email to Allen Ambulo (allen.ambulo@mbusa.com) if any vehicle is no longer available.
 - We will try to re-assign those airbags if possible. The dealer may be asked to return them.
- The VIN lists that were returned in February via AOM were used to match the required airbag(s)
- The proper combination of airbags and dealer inventory resulted in a total of 540 vehicles that will receive airbags
- The vehicles are flagged in VMI, and the Work Instructions posted to StarTek info
- All replaced parts will need to be sent back through the QEC – Instructions provided in the Work Instructions

Vehicles not on the VIN List:

- Airbags are not yet available for VINs not on the list
- Additional airbags are arriving in April and we will repeat this exercise.

Next Steps:

- These airbags are Like for Like replacements, meaning the vehicles will be recalled at a later time (likely in 2019 or earlier) and according to the NHSTA Amended Coordinated Remedy Order.
- The vehicles may be sold from inventory once the airbag replacement is completed and the “pending” flag is removed.





SERVICE CAMPAIGN LAUNCH NOTIFICATION

March 17, 2017

Campaign No. :		<h2>Replace Driver and Passenger Airbag(L4L)</h2>
2017030011		
<p>This is to notify you of the launch of a Service Campaign to replace the airbags on 540 MY05-14 vehicles included in the Takata recall and currently in dealer inventory under the Takata stop sale. See the chart on the first page.</p> <ul style="list-style-type: none"> • Driver-side airbag only: C-Class (203), SLK(171), E-Class sedan (212) • Driver and passenger airbags: C-Class (204), E-Class Coupe/Cabrio (207), SLS(197), GLK(X204) • Passenger-side only: C(204) <p>Please review the Service Campaign information below. The campaign will be launched on March 17, 2017 and all affected VINs will be flagged in VMI under Service Campaign 2017030011. The "pending" flag will be removed and cars will be taken off retail hold once the airbags are replaced. NOTE: Dealer reimbursement for these 540 vehicles will end on March 31, 2017.</p>		
Background		
Issue	Based on the defect decision of TK Holdings, Inc ("Takata"), in certain driver-side airbags and/or passenger-side airbags produced by Takata used in certain Model Year 2005-2014 Mercedes-Benz vehicles, under certain circumstances, the driver-side or passenger side airbag inflator housing may rupture during deployment due to excessive internal pressure. Replacement driver and passenger airbags (Like-for-Like) are available only for the 540 MY05-14 C-Class (203,204), E-Class (212, C207, A207), GLK(X204), SLK(171), SLS(197) vehicles, flagged in VMI currently in dealer inventory under the retail hold.	
What We're Doing	MBUSA is conducting a service campaign. An authorized Mercedes-Benz dealer will replace the applicable driver-side, driver-side and passenger-side, or passenger-side airbag on the affected vehicles in dealer inventory.	
Parts Status	Parts are being allocated and should start to arrive. Replacement rate is 100%. <u>Do not order additional airbags.</u>	
Vehicles Affected		
Vehicle Model Year	Model Year 2005-2014	
Vehicle Model	C-Class (203,204), E-Class (212, C207, A207), GLK(X204), SLK(171), SLS(197),	
Vehicle Populations		
Total Vehicle Population	540	
Total Vehicles in Dealer Inventory	540	
Dealer Notification (NCU)		
Documentation pertaining to this recall will be received by dealers in NetStar and Star TekInfo on the following date:	March 17, 2017	
Next Steps/Notes		
AOMS	The VIN file will be forwarded by your AOM. Do not sell the flagged vehicles before the Service Campaign is completed	
Notes:	<ul style="list-style-type: none"> • A copy of the campaign bulletin is attached, and may also be found on Star TekInfo. • There is a risk of injury or death when performing testing or repair work on vehicles and when handling vehicle components. Be sure to read and observe all relevant safety instructions in WIS. This procedure must only be performed by trained personnel using proper tools and equipment. • VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. • Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program. 	
<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. Please contact Allen Ambulo (x2579) or me with any questions.</p>		

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2017030011, March 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 171, 197, 203, 204, 207, and 212**
Model Years 2005 - 2013
Replace Driver-Side and (if applicable) Front Passenger Air Bag

Based on the defect decision of TK Holdings, Inc (“Takata”), in certain driver-side airbags and passenger side airbags produced by Takata used in certain Model Year 2007–2013 Mercedes-Benz vehicles, under certain circumstances, the driver-side and/or passenger side airbag inflator housing may rupture during deployment due to excessive internal pressure. Replacement driver and passenger airbags (Like-for-Like) are available only for the identified vehicles in this service campaign, currently in dealer inventory under the retail hold. An authorized Mercedes-Benz Dealer will replace the driver-side airbag and (if applicable) passenger-side airbag on the affected vehicles.

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 540 vehicles are involved.

Order No. P-SC-2017030011

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.

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

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Service Campaign Bulletin

Procedure

A. Replace Drivers-Side Airbag



WARNING!

There is a risk of injury or death when performing testing or repair work on vehicles and when handling vehicle components. Be sure to read and observe all relevant safety instructions in WIS. This procedure must only be performed by trained personnel using proper tools and equipment.



Note: View driver's airbag replacement video prior to performing this procedure:

- **Location:** The Learning Link.
- **Course Code:** X0069E-US.MTA (AKUBIS®: Driver's Airbag Replacement).
- Video is for reference purposes, be sure to follow work sequence and instructions in this Procedure.

1.  Load the **Mercedes-Benz PartScan** App. on Apple® i-Phone® or Android® smart phone.



Note:

- For Apple® iPhone® Users: The *MB PartScan* App is designed for generations of iPhone 5s and newer. However, for optimal experience and performance, we advise that an iPhone 6 and newer be used for scanning with the *MB PartScan* App.”
- Download app from Apple® store for iPhone® or Google® play for Andriod® (same as any other app download) then scan the QR code below to continue download (follow on-screen instructions).
- To install and transmit the data a WiFi connection is required.
- After downloading the App, a one-time security authentication is required by means of encrypted QR code. Verification can be performed by scanning the QR code below, before using the application.
- Ensure that only authorized personnel access to the QR Code the workshop receives.
- The following e-mail address is provided in the event UHD App support is required for the **Mercedes-Benz PartScan** App process: Mbdiagnosis@mbusa.com



2. Scan vehicle's VIN at left B-pillar using i-phone® or Android® smart phone.

i Note:

- Ensure that smart phone is held parallel to barcode label (Figure 1) when scanning VIN bar code.
- In the event the VIN barcode cannot be scanned when pressing the “Scan-Barcode” button or the vehicle does not have a VIN bar code; scan using the “Text recognition button and letter/number combination of the VIN (Figure 1).
- The VIN can also be entered manually if required.

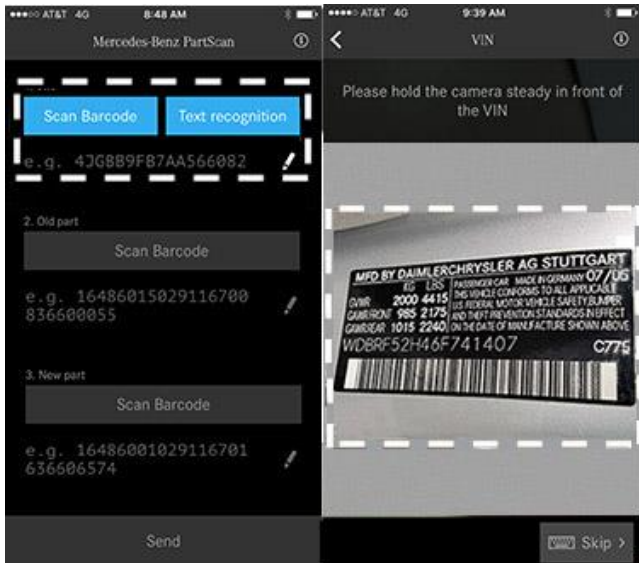


Figure 1


3.  Start engine and check whether Supplemental Restraint System (SRS) indicator lamp (Figure 2) goes out after a few seconds.





Figure 2 (shown on model 171)


i Note: Prior to replacing airbag, it must be ensured that:

- No errors are active in the SRS system (as described in this step).
- No SRS error messages are active in the instrument cluster (as described in this step).
- If an SRS error message is pending before start of work, it must be corrected. Fault corrections (repairs) are not claimable under this campaign.

**WARNING!**

-  Prior to replacing airbag be sure to **disconnect** battery ground cable as described in the WIS documents (below).
- Be sure to follow instructions for **prevention of electrostatic discharge** as described in the WIS documents (below) when handling airbags.

4.  Replace driver's airbag, for model:
 - 171 refer to WIS: AR91.60-P-0660V (171.4 up to 3/2/08), AR91.60-P-0660RA (171.4 as of 3/3/08)
 - 197 refer to WIS: AR91.60-P-0660RQ.
 - 203 refer to WIS: AR91.60-P-0660P.
 - 204/204.9 refer to WIS: AR91.60-P-0660CW.
 - 207/212 refer to WIS: AR91.60-P-0660EW.

 **Note:** Be sure to torque airbag mounting bolts according to specifications in above WIS documents.

 **Supplemental information to above WIS instructions:**

- Scan airbag bar code (A, Figure 3) from "old" airbag immediately after removing it from steering wheel by pressing "Scan Barcode" button (Figure 3).

 **Note:**

- Ensure that smart phone is held parallel to bar code label (A, Figure 3) when scanning airbag bar code.
- It must be ensured that the lower barcode is scanned.
- The airbag part number can also be entered manually if required.
- This step can be omitted **ONLY** if bar code is incomplete, illegible, or missing.

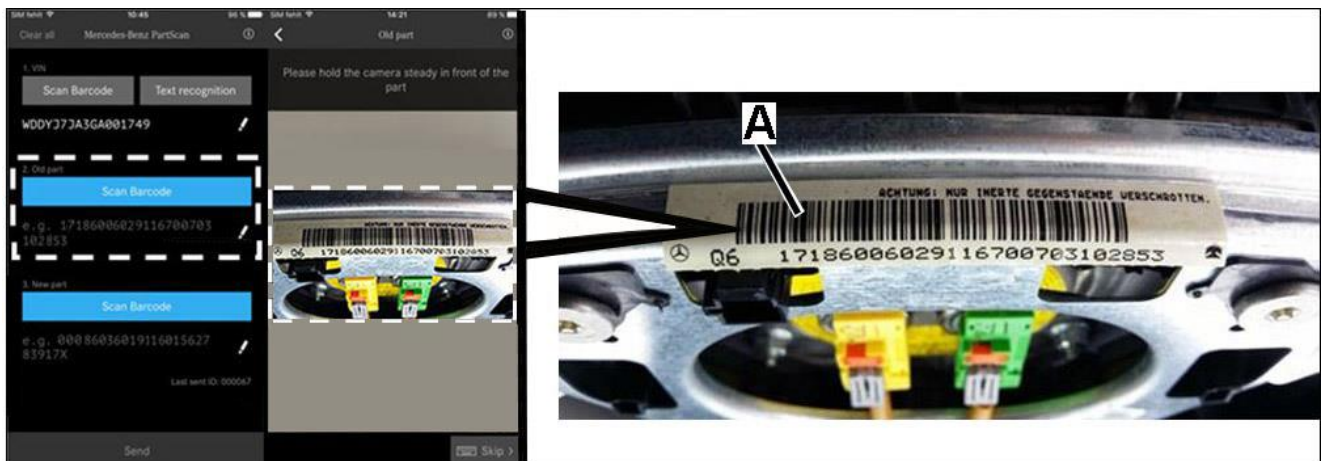


Figure 3 (Shown on model 203)

- Scan airbag bar code from “new” airbag immediately after packaging “old” airbag.

i Note:

- Ensure that smart phone is held parallel to bar code label (A, Figure, 4) when scanning airbag bar codes.
- It must be ensured that the lower barcode (A, Figure 4) is scanned.
- The airbag part number can also be entered manually if required.

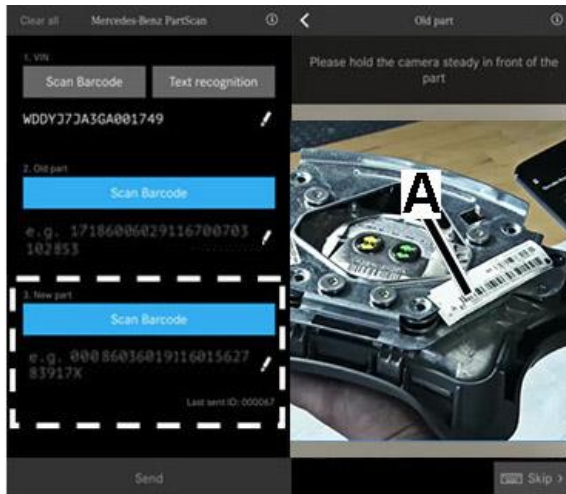


Figure 4 (Shown on model 203)

- Record the generated scan ID (Figure 5) on the repair order.
- The warranty claim must include generated scan ID (Figure 5) in the DTC field in NetStar.
- If parts scan app process fails document old part number, new part number and serial numbers for both parts manually on repair order include: “App submission error” on RO in warranty claim text.



Figure 5

- Ensure that clock is re-set **after** battery is reconnected.
 - Contrary to WIS instructions (on previous page), it is not necessary to check the SRS system with Xentry diagnosis.
5. After installation of new airbag be sure to start engine and check whether SRS indicator lamp goes out after a few seconds (Figure 2).

B. Replace Passenger-side Airbag Model 204

1. Scan vehicle's VIN at left B-pillar using i-phone® or Android® smart phone.

i Note:

- Ensure that smart phone is held parallel to barcode label (Figure 6) when scanning VIN barcode.
- In the event the VIN barcode cannot be scanned when pressing the “Scan-Barcode” button or the vehicle does not have a VIN barcode; scan using the “Text recognition button and letter/number combination of the VIN (Figure 6).
- The VIN can also be entered manually if required.

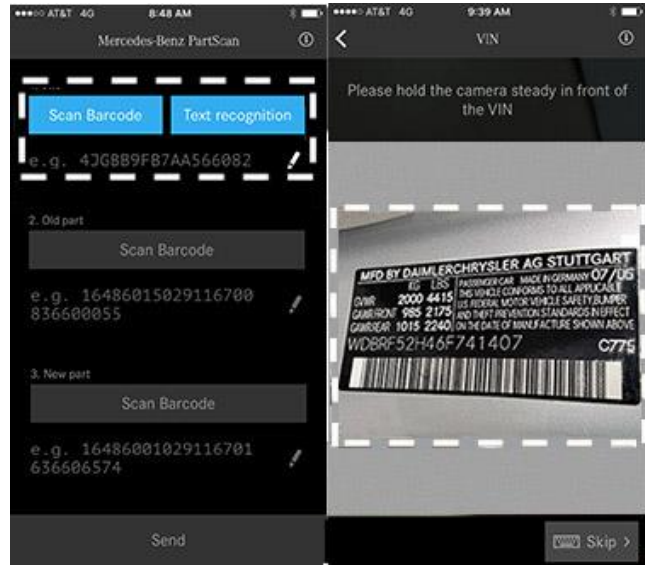


Figure 6

2. Remove side cover (1, Figure 7) then loosen bolts (2) securing dashboard (A) to vehicle on right side.

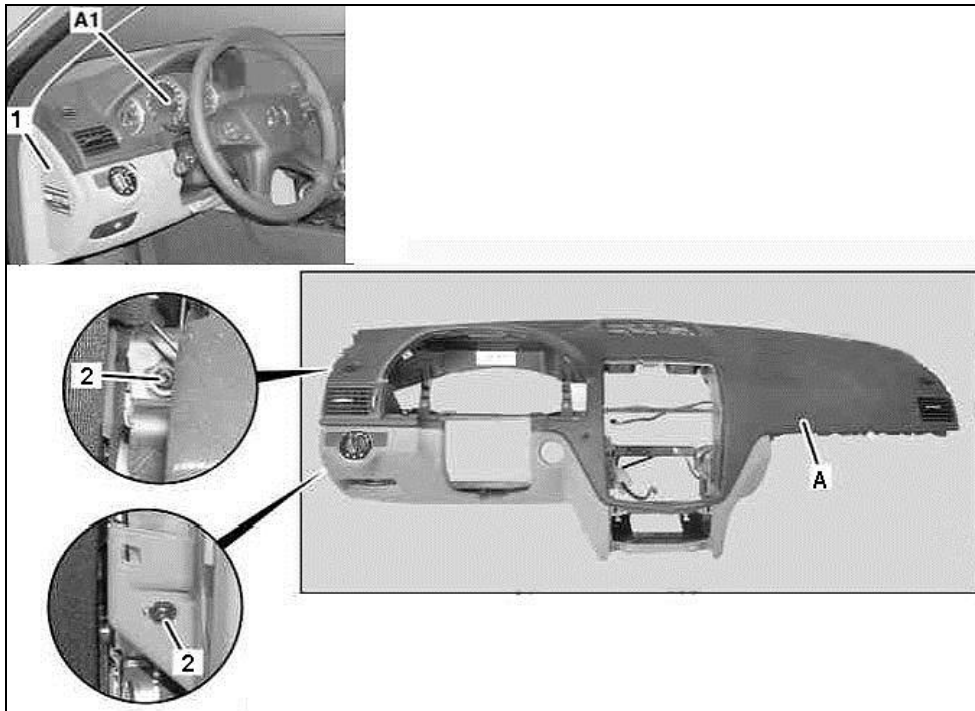


Figure 7

- Remove panel (D, Figure 8) from around the instrument cluster; refer to WIS: AR54.30-P-6015CW (step 5.1).

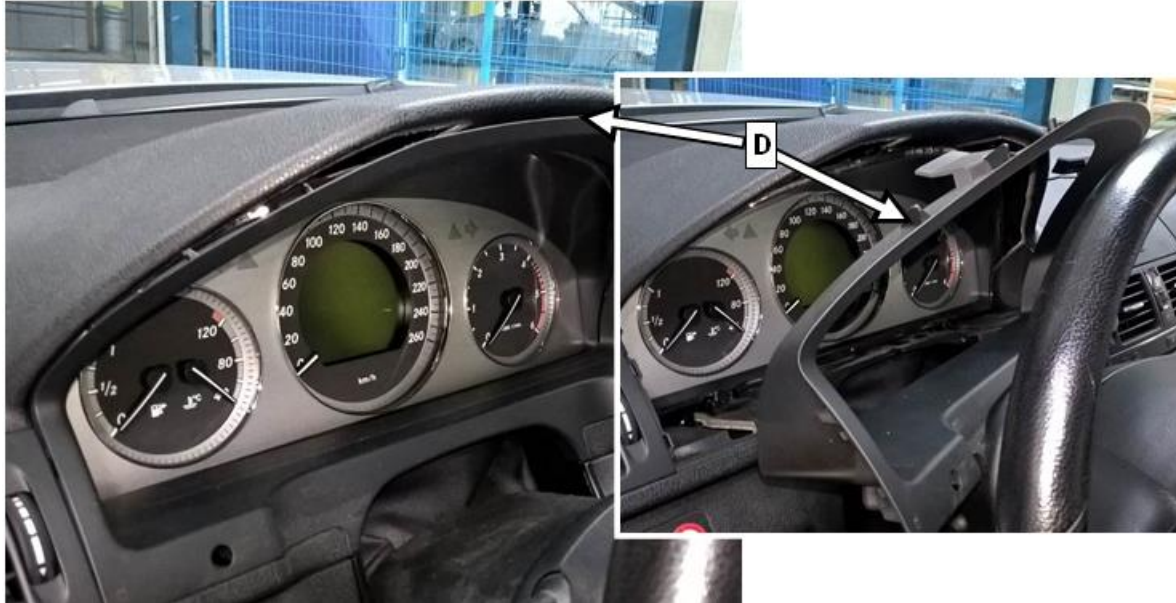


Figure 8

- Remove the two bottom instrument cluster mounting screws (E, Figure 9).

i Note:

- These screws (E) are simultaneously fastening screws for the instrument panel.
- The upper two screws do not need to be loosened.



Figure 9

5. Remove A-pillar panel, right (A, Figure 10).



Figure 10

6. Remove glove box, refer to WIS: AR68.10-P-1200CW.
7. Remove air duct (B, Figure 11) above the glove box.

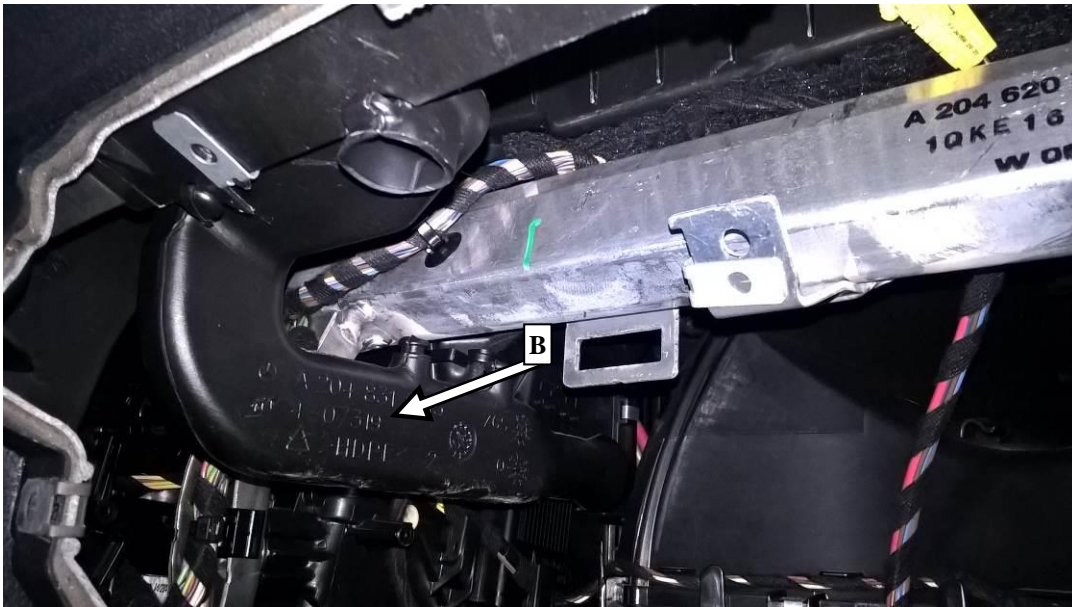


Figure 11

8. Unclip cover (C, Figure 12) on top of instrument panel and remove.

i **Note:**

If equipped with sound system, also remove speaker under cover (C).



Figure 12

9. Remove center console, refer to WIS: AR68.20-P-2000CW.

10. Remove automatic air conditioning control and operating unit, refer to WIS: AR83.40-P-6350CW.

11. Remove four instrument panel mounting bolts (F, Figure 13).



Figure 13

12. Disconnect electrical connectors (H, Figure 14) from front passenger airbag.



Figure 14

13. Remove front passenger airbag mounting nuts (J, Figure 15).

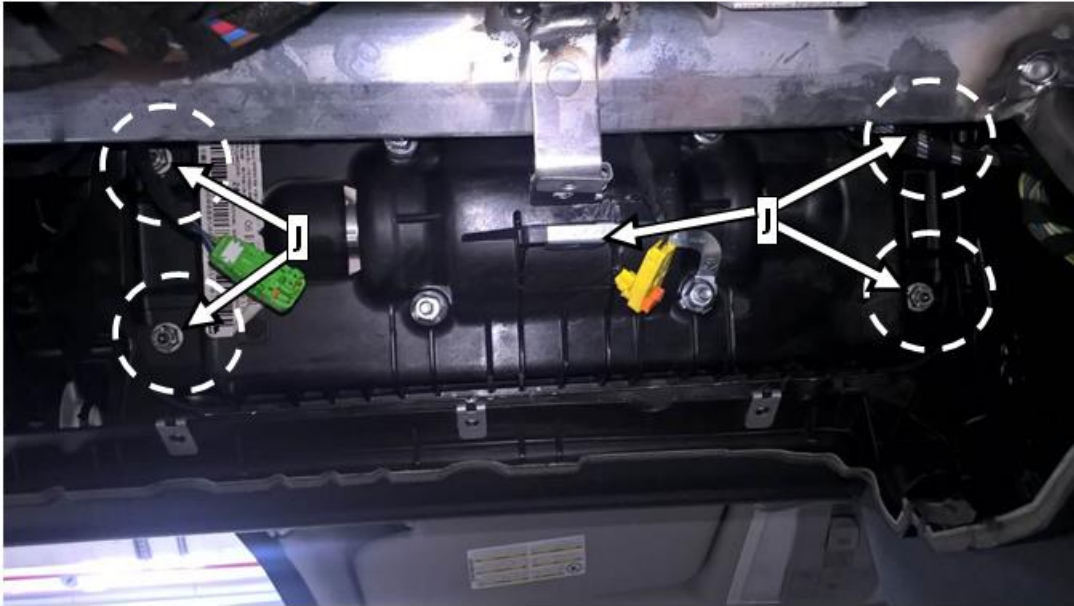


Figure 15

14. Slightly raise the instrument panel on the passenger's side and remove front passenger airbag downwards.

15. Carefully move “new” airbag in from below and bolt onto the instrument panel.

i Note:

- Be sure to install new airbag mounting nuts (J, Figure 15) when installing “new” airbag to instrument panel.
- Torque airbag mounting nuts (J) to: **Nm** 5 Nm when installing “new” airbag to instrument panel.

16 Scan airbag bar code (arrow, Figure 16) from “old” airbag immediately after removing it from dashboard by pressing “Scan Barcode” button (Figure 16).

i Note:

- Ensure that smart phone is held parallel to bar code label (arrow, Figure 16) when scanning airbag bar code.
- It must be ensured that the lower barcode (arrow) is scanned.
- The airbag part number can also be entered manually if required.
- This step can be omitted **ONLY** if bar code is incomplete, illegible, or missing.

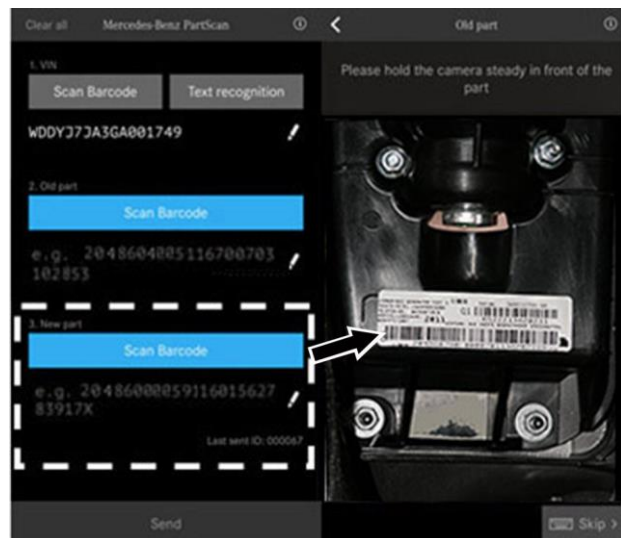


Figure 16

17. Scan airbag bar code from “new” airbag immediately after packaging “old” airbag

i Note:

- Ensure that smart phone is held parallel to bar code label (arrow, Figure, 17) when scanning airbag bar code. The part number label that needs to be scanned starts with: A204 860 00 05.
- It must be ensured that the lower barcode (arrow, Figure 17) is scanned.
- The airbag part number can also be entered manually if required.



Figure 17

18. Place instrument panel back into position and install air guide ducts (K, Figure 18), ensuring position is correct

i Note:

The air guide ducts are pulled out when the instrument panel is raised.



Figure 18

19 Installation is in reverse order.

20. Reconnect ground cable to on-board system battery.
21. Ensure that clock is re-set **after** battery is reconnected.

i **Note:**

- It is not necessary to check the SRS system with Xentry diagnosis.
- Record the generated scan ID (Figure 19) on the repair order.
- The warranty claim must include generated scan ID (Figure 19) in the DTC field in NetStar.
- If parts scan app process fails document old part number, new part number and serial numbers for both parts manually on repair order include: "App submission error" on RO in warranty claim text.



Figure 19

22. After installation of new airbag be sure to start engine and check whether SRS indicator lamp goes out after a few seconds (Figure 20).



Figure 20 (shown on model171)

C. Replace Passenger-side Airbag for Models 197 and 207

1. Replace Passenger-side Airbag for models:

- 197 refer to WIS: AR91.60-P-0680RQ.
- 207 refer to WIS: AR91.60-P-0680EC.

i **Notes** (regarding WIS instructions: AR91.60-P-0680EC):

- Do not remove steering wheel, steering column control module, and instrument cluster.
- Remove air duct (arrow, Figure 1) if equipped.



Figure 21

i **Note:**

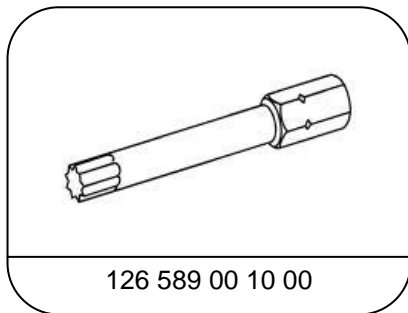
- Scan VIN and airbag part number using i-phone® or Android® smart phone as described in Subject B.
- Be sure to install new airbag mounting nuts when installing new airbag and torque nuts as specified in above WIS instructions.
- It is not necessary to check the SRS system with Xentry diagnosis.
- Record the generated scan ID (Figure 19) on the repair order.
- If parts scan app process fails document old part number, new part number and serial numbers for both parts manually on repair order include: "App submission error" on RO in warranty claim text.
- The warranty claim must include generated scan ID (Figure 19) in the DTC field in NetStar.
- After installation of new airbag be sure to start engine and check whether SRS indicator lamp goes out after a few seconds (Figure 20).

i **Note:**

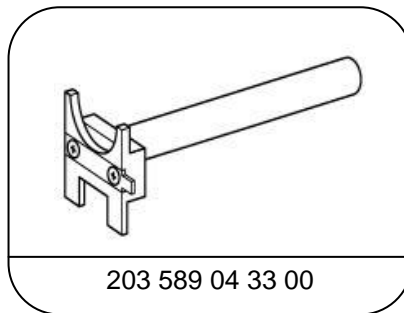
- Requested parts must be returned to the designated QEC test center in accordance with the warranty parts return requirements section found in the policy and procedures manual.
- Use the attached hazmat shipping document as a guide for shipping airbags.

i **Note** (regarding WIS documents referenced in this Procedure):

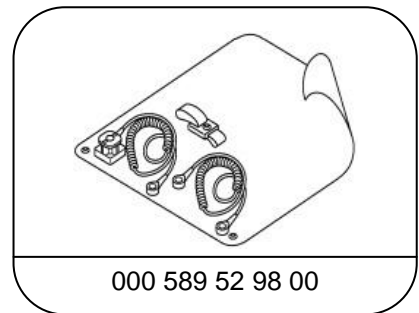
Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

W **Special Tools**

Screwdriver bit



Removal lever (or locally sourced equivalent)



Electro Static Discharge (ESD) kit (or locally sourced equivalent)

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
Model 171			100%
1	Driver-side airbag	A 000 860 36 01 9116	
Model 197			
1	Driver-side airbag	A 197 860 03 02 9116	
1	Front passenger-side airbag	A 197 860 04 02	
4	Nuts passenger airbag	N000000 004011	
1	Bolt, steering wheel to column	A 126 990 03 12	
1	Locking mechanism	A 001 545 93 73	
1	Locking mechanism	A 000 823 02 45	
Model 203			
1	Driver-side airbag	A000 860 36 01 9116	
Model 204.0			
1	Driver-side airbag	A 204 860 33 02 9116	
1	Driver-side airbag	A 204 860 51 02 8490	
1	Driver-side airbag	A 204 860 51 02 9116	
1	Driver-side airbag	A 204 860 53 02 9116	
1	Driver-side airbag	A 204 860 66 02 9116	
1	Driver-side airbag	A 204 860 45 02 9116	
1	Driver-side airbag	A 204 860 57 02 9116	
1	Driver-side airbag	A 204 860 61 02 9116	
1	Front passenger airbag	A 204 860 00 05	
4	Nuts, passenger airbag	A 001 990 58 50	
204.9			
1	Driver-side airbag	A 204 860 45 02 9116	
1	Driver-side airbag	A 204 860 57 02 9116	
1	Driver-side airbag	A 204 860 61 02 9116	
1	Front passenger airbag	A 204 860 46 02	
4	Nuts, passenger airbag	A 001 990 58 50	

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
207			100%
1	Driver-side airbag	A207 860 52 02 7347	
1	Driver-side airbag	A207 860 52 02 8490	
1	Driver-side airbag	A207 860 52 02 9116	
1	Passenger airbag	A207 860 39 02	
4	Nuts, passenger airbag	A 001 990 58 50	
212			
1	Driver-side airbag	A207 860 40 02 9116	

i **Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Repair 1

Operation: Replace driver-side airbag (02-9925).

Includes: Disconnect/connect battery ground cable.

Damage Code	Operation Number	Labor Time (hrs.)
21 9P0 01 7	02-9925	0.3 (models 171, 203, 212)

Repair 2

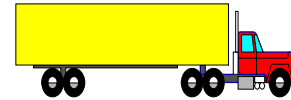
Operation: Replace driver-side airbag and replace front passenger-side airbag (02-9924)

Includes: disconnect/connect battery ground cable.

Damage Code	Operation Number	Labor Time (hrs.)
21 9P0 01 7	02-9924	1.4 (model 204 until 03/11)
		1.7 (models 204 as of 03/11, 204.3, 207)
		1.0 (model 204.9)
		ZM (model 197)

i **Note**

Operation Number labor times are subject to change.



Hazardous Materials Shipping Instructions - GROUND

Part Name: Airbag Part Number: Several	Hazardous Properties: Contains initiating component which deploys (inflates) airbag.
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STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	UN3268, Safety devices, 9	Write gross weight of box here			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

SHIPPER HazMat Employee Signs	CARRIER Name of Carrier
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300	

Steps to Return an Airbag:

REQUIRED PACKAGING:

- Carefully open received box and remove new airbag. Keep box intact & save all contents!
- Place used airbag into replacement UN specified 4G fiberboard box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package exactly as the new airbag was packaged.
- Use plastic adhesive tape 50 mm wide to secure the box closed. Do not obscure labels or text on the box with the tape.
- Ensure that the 4G fiberboard box is not ripped or damaged.

REQUIRED LABELS:

- A **Class 9 Miscellaneous** label must be clearly visible on one side of the box.

REQUIRED PACKAGE MARKINGS:

- The following words ("marking") must also be clearly visible on the same side of the box as the Class 9 label:
Safety devices
UN3268 (font size must be $\geq 1/2$ inch)
- Affix **"To/From"** address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

REQUIRED DOCUMENTATION:

- Include a HAZMAT bill of lading (see above example) with the package. For returns via DDS or FedEx Ground, the system will generate the Hazmat bill of lading.

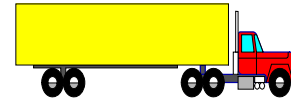
COMMENTS:

- Note:** The Packing Group and the EX# are no longer required to be printed on the HAZMAT bill of lading.
- Package example:**





Mercedes-Benz



Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbag	Hazardous Properties: Contains initiating component which deploys (inflates) airbags.
Part Number: Several	

STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	UN3268, Safety devices, 9	<i>Write gross weight of box here</i>			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

SHIPPER HazMat Employee Signs	CARRIER Name of Carrier
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300	

Steps to Return Multiple Airbags in 1 Box: REQUIRED PACKAGING (each airbag):

- Carefully open received UN spec box and remove new airbag. Keep the box intact & save all contents!
- Place used airbag back into replacement UN specified airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package exactly as the new airbag was packaged.
- Use plastic adhesive packaging tape 50 mm wide to secure box closed. Do not obscure labels or text on box with tape.

REQUIRED LABELS (each airbag):

- A **Class 9 Miscellaneous** label must be clearly visible on one side of the box.

REQUIRED PACKAGE MARKINGS (each airbag):

- The following words ("markings") must also be clearly visible on the same side of the box as the label:

Safety devices

UN3268 (font size must be $\geq \frac{1}{2}$ inch)

- Affix **"To/From"** address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

REQUIRED DOCUMENTATION (entire shipment):

- Include a HAZMAT bill of lading (see above example) with the package.

OVERPACK (entire shipment, comprised of more than 1 airbag box placed into a larger box):

- Place each individual UN spec airbag box (noted above) inside a larger non-UN spec box to keep shipment together.
- This larger box is called an **"OVERPACK."**

- The Overpack box must have the identical **Class 9 label** and marked **"Safety devices"** and **"UN3268"** just as the boxes inside.
- Mark **"OVERPACK"** on the outside of the Overpack box on the same face as the hazmat markings and labels.
- **Package example:**

