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service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2013110009- Front Passenger Seat Occupant Classification System. Model 231 (SL). Model Year 2013	DATE: December 20, 2013

IMPORTANT NEW RECALL INFORMATION

This Recall Campaign is being launched today and the 130 affected vehicles are flagged in VMI.

On Friday, November 1, 2013 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on approximately 130 Model Year 2013 SL-Class (231) vehicles with regard to the front passenger seat occupant classification system. This notification is posted on the NHTSA website and may generate some customer questions.

Owner Notification - Owner notifications will be sent on December 30, 2013.

Parts - Dealers may order parts via your facing PDC. See parts table in Dealer Repair Bulletin which identifies required part number by VIN. Be sure to include the required upholstery color code. Parts are in very limited supply and should not be ordered for shelf stock. Parts replacement rate is 100%.

Background

The OCS detects whether a child seat is installed, or a person is sitting in the passenger seat. When the OCS detects either a child seat or that the front passenger seat is not occupied, the front passenger airbag is automatically deactivated. On a limited number of SL-Class vehicles (231 platform) produced between January 16, 2013 - April 30, 2013, the passenger seat OCS may fail to properly detect an occupant in the front passenger seat and it could erroneously deactivate the front passenger side airbag. This may result in an increased risk of injury in the event of a crash. However, in such a case the "PASSENGER AIR BAG OFF" indicator lamp in the center console of the vehicle would be illuminated to indicate this condition.

MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to replace the front passenger seat base in the subject vehicles.

Given this notice, it is a violation of Federal law for a dealer to deliver any new or used Model Year 2013 SL-Class (231) covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: 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.

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 (1-800-367-6372).

Campaign No. 2013110009, December 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 231 (SL Class), Model Year 2013**
Replace Front Passenger Seat Occupant Classification System

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on a limited number of SL-Class vehicles (231 platform) the Occupant Classification System (OCS) may not function properly. The OCS detects whether a child seat is installed, or a person is sitting in the passenger seat. When the OCS detects either a child seat or that the front passenger seat is not occupied, the front passenger airbag is automatically deactivated. On a limited number of SL-Class vehicles the passenger seat OCS may fail to properly detect an occupant on the front passenger seat and it could erroneously deactivate the front passenger side airbag. This may result in an increased risk of injury in the event of a crash.

MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will replace the front passenger seat base in the subject vehicles.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

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

Approximately 130 vehicles are affected.

Order No. P-SC- 2013110009

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.

Procedure

1.   Replace front passenger seat cushion, refer to WIS: AR91.60-P-0720RKA.

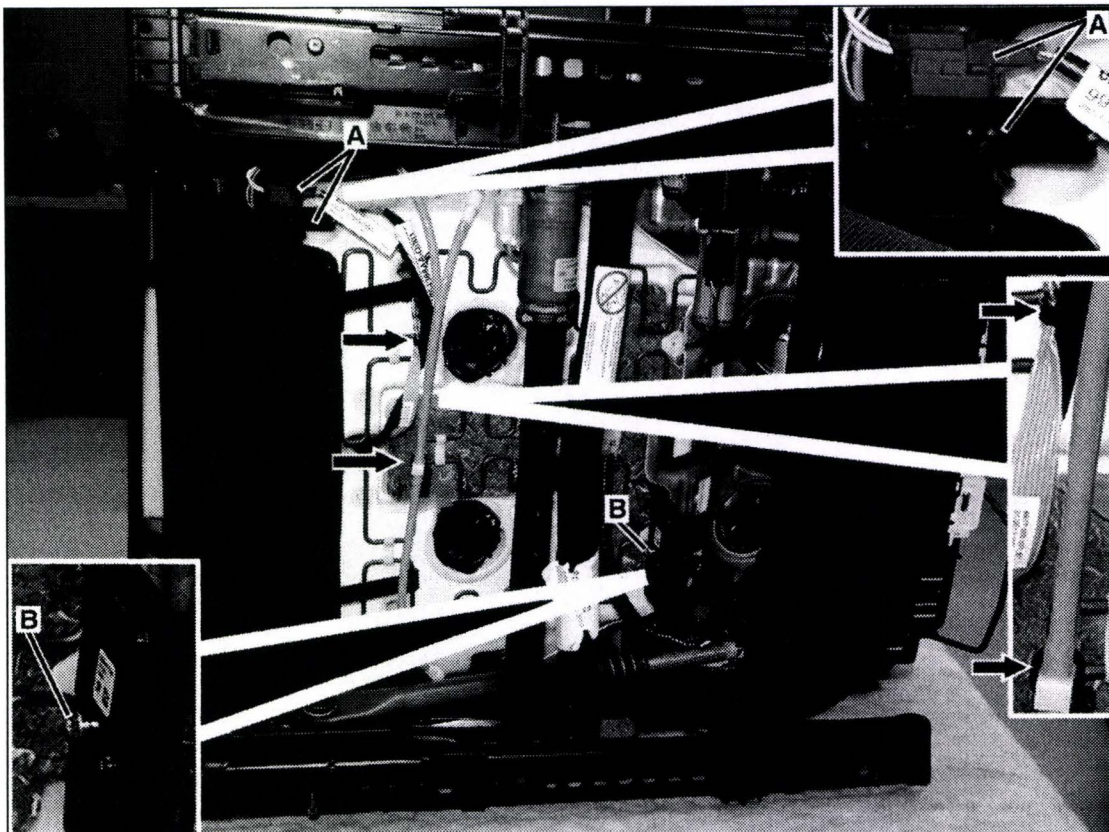



Figure 1

 **Note** (regarding referenced WIS instructions):

- Cover the right door sill and door weather stripping to protect it when removing seat.
- Replace 2 cable ties (arrows, Figure 1).
- Location and amount of cable ties (arrows) may vary according to equipment.
- Disconnect harness connectors (A).
- Remove bolt (B) for weight sensing system sensor.

2.  Assemble in reverse order.

3. Connect XENTRY/DAS.

 **Note:**

- Use DAS/Xentry 11/2013 with all associated patches or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the "pre-call" check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

4. Perform initial startup of WSS - weight sensing system control module:
Control unit view / LIN bus / SBE/AKSE "(LIN bus)" / Front passenger seat occupied recognition / WSS – Weight sensing system (N110) / Adaptations / Initial startup / Perform initial startup with manual setting of new control unit. Follow on-screen instructions.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Front passenger seat cushion	The part numbers can be found in the table on the following page	100%
2	Cable ties	A 002 997 24 90	

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

Warranty Information

Operation: Replace seat cushion for front passenger seat (02-8352).
Connect/disconnect battery charger (02-5058).
Star Diagnosis System (SDS) Connect/disconnect (02-4762).

Damage Code	Operation Number	Labor Time (hrs.)
91 902 36 7	02-8352	1.4
	02-5058	0.1
	02-4762	0.1

Note

Operation Number labor times are subject to change.

VIN end no.	OCS cushion part no. and color
F015918	A 231 910 99 06 8R05
F015919	A 231 910 99 06 9H07
F015920	A 231 910 99 06 9H07
F015928	A 231 910 99 06 1C14
F015932	A 231 910 00 04 8R03
F015936	A 231 910 99 06 8R05
F015979	A 231 910 99 06 9H07
F015990	A 231 910 99 06 8R05
F015995	A 231 910 99 06 8R05
F016000	A 231 910 00 04 8R03
F016006	A 231 910 00 04 8R03
F016010	A 231 910 84 12 7N42
F016067	A 231 910 99 06 8Q59
F016078	A 231 910 00 04 8R03
F016082	A 231 910 99 06 8R05
F016195	A 231 910 00 04 8R03
F016203	A 231 910 99 06 1C14
F016224	A 231 910 00 04 8R03
F016233	A 231 910 00 04 8R03
F016242	A 231 910 99 06 3D94
F016255	A 231 910 00 04 8R03
F016257	A 231 910 00 04 8R03
F016264	A 231 910 99 06 9H07
F016307	A 231 910 99 06 9H07
F016311	A 231 910 99 06 9H07
F016314	A 231 910 99 06 8R05
F016319	A 231 910 99 06 3D94
F016532	A 231 910 99 06 1C14
F016534	A 231 910 00 04 9H06
F016541	A 231 910 99 06 9H07
F016624	A 231 910 99 06 8R05
F016635	A 231 910 99 06 9H07
F016641	A 231 910 99 06 3D94
F016691	A 231 910 99 06 8R05
F016698	A 231 910 99 06 8R05
F016863	A 231 910 99 06 9H07
F016872	A 231 910 99 06 9H07
F016873	A 231 910 99 06 1C14
F016882	A 231 910 00 04 9H06
F016894	A 231 910 99 06 9H07
F016897	A 231 910 99 06 9H07
F016902	A 231 910 00 04 7M49
F016909	A 231 910 99 06 8Q59
F016910	A 231 910 00 04 8R03
F016920	A 231 910 99 06 8R05
F017118	A 231 910 99 06 9H07
F017124	A 231 910 99 06 8R05

Yellow = Canada

VIN end no	OCS cushion part no. and color
F017131	A 231 910 99 06 3D94
F017134	A 231 910 99 06 3D94
F017171	A 231 910 99 06 8R05
F017177	A 231 910 99 06 1C14
F017179	A 231 910 99 06 3D94
F017189	A 231 910 99 06 9H07
F017190	A 231 910 00 04 8R03
F017198	A 231 910 99 06 9H07
F017202	A 231 910 99 06 8R05
F017221	A 231 910 00 04 7M49
F017293	A 231 910 00 04 8R03
F017329	A 231 910 00 04 8R03
F017335	A 231 910 99 06 9H07
F017378	A 231 910 00 04 3E03
F017384	A 231 910 99 06 9H07
F017403	A 231 910 00 04 8R03
F017406	A 231 910 84 12 7N42
F017541	A 231 910 99 06 3D94
F017621	A 231 910 99 06 8R05
F017628	A 231 910 99 06 8R05
F017750	A 231 910 99 06 8R05
F017752	A 231 910 84 12 8R46
F017758	A 231 910 00 04 9H06
F017761	A 231 910 99 06 9H07
F017765	A 231 910 00 04 9H06
F017768	A 231 910 99 06 9H07
F017834	A 231 910 00 04 9H06
F017842	A 231 910 99 06 9H07
F017846	A 231 910 99 06 9H07
F017850	A 231 910 84 12 7N42
F017858	A 231 910 99 06 9H07
F017860	A 231 910 99 06 1C14
F017866	A 231 910 00 04 7M49
F018234	A 231 910 00 04 8R03
F018364	A 231 910 99 06 8R05
F018378	A 231 910 99 06 8R05
F018422	A 231 910 99 06 8R05
F018513	A 231 910 99 06 8R05
F018613	A 231 910 99 06 8R05
F018626	A 231 910 99 06 8R05
F018628	A 231 910 00 04 8R03
F018632	A 231 910 00 04 8R03
F018708	A 231 910 99 06 9H07
F018714	A 231 910 99 06 8R05
F018716	A 231 910 99 06 9H07
F018751	A 231 910 99 06 9H07
F018762	A 231 910 99 06 8R05

VIN end no.	OCS cushion part no. and color
F018829	A 231 910 99 06 1C14
F018837	A 231 910 99 06 9H07
F018846	A 231 910 99 06 3D94
F019169	A 231 910 00 04 7M49
F019175	A 231 910 00 04 7M49
F019193	A 231 910 00 04 8R03
F019249	A 231 910 99 06 8R05
F019540	A 231 910 99 06 3D94
F019556	A 231 910 99 06 1C14
F019557	A 231 910 99 06 1C14
F019585	A 231 910 00 04 8R03
F019586	A 231 910 99 06 8R05
F019594	A 231 910 99 06 3D94
F019601	A 231 910 00 04 3E03
F019608	A 231 910 99 06 3D94
F020274	A 231 910 99 06 1C14
F015930	A 231 910 22 14 3D94
F015938	A 231 910 22 14 1C14
F016063	A 231 910 22 14 9H07
F016710	A 231 910 22 14 9H07
F016917	A 231 910 22 14 3D94
F017197	A 231 910 22 14 9H07
F017206	A 231 910 25 14 8H76
F017787	A 231 910 22 14 1C14
F017879	A 231 910 22 14 9H07
F018292	A 231 910 22 14 3D94
F018592	A 231 910 22 14 1C14
F019158	A 231 910 25 14 8K19
F019492	A 231 910 22 14 9H07
F019617	A 231 910 22 14 3D94
F015947	A 231 910 23 14 9H07
F016148	A 231 910 23 14 9H07
F016441	A 231 910 23 14 9H07
F017299	A 231 910 23 14 9H07
F017398	A 231 910 23 14 1C14
F018221	A 231 910 23 14 9H07
F018447	A 231 910 23 14 9H07
F018609	A 231 910 26 14 8K20

Yellow = Canada

IMPORTANT SAFETY RECALL 2013 110009
This notice applies to your vehicle, <insert VIN here>
Front Passenger Seat Occupant Classification System
NHTSA Recall # 13V-542

December, 2013

2013 110009
WDBAH33Q2CA123456
John Public
125 Maple Avenue
Montvale, NJ 07645-0301

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2013 SL-Class vehicles with regard to the front seat occupant classification system. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

The potentially affected Mercedes-Benz SL-Class vehicles are equipped with an Occupant Classification System (OCS). The OCS detects whether a child seat is installed, or a person is sitting on the passenger seat. When the OCS detects either a child seat or that the front passenger seat is not occupied, the front passenger airbag is automatically deactivated. On a limited number of SL-Class vehicles the passenger seat OCS may fail to properly detect an occupant on the front passenger seat and it could erroneously deactivate the front passenger side airbag. This may result in an increased risk of injury in the event of a crash. An authorized Mercedes-Benz dealer will replace the front passenger seat cushion in your vehicle to correct this condition.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately 2 hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

For additional information and to schedule an appointment please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see www.MBUSA.com/dealerlocator. **Please mention you are scheduling an appointment to replace your front passenger seat cushion under Recall Campaign #2013 110009.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

On behalf of Mercedes-Benz USA, (MBUSA) I wanted to take a moment to thank you for choosing Mercedes-Benz. We hope that you're enjoying your 2013 SL-Class. Here at MBUSA, we are committed to delivering an exceptional ownership experience. Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer or MBUSA fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED**
- STOLEN**
- OTHER** _____
- SOLD** **I HAVE SOLD THE VEHICLE TO:**
- MY NEW ADDRESS IS:**

NAME _____

STREET _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

THANK YOU FOR YOUR COOPERATION