



Mercedes-Benz

MERCEDES-BENZ USA, LLC

One Mercedes Drive, P.O. Box 380, Montvale, NJ 07645-0380

Phone (201) 573-0500

Fax (201) 573-0117

MBUSA.com

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 2012090002- Rework Instrument Panel, Model 463 (G-Class), Model Year 2011	DATE: October 19, 2012

IMPORTANT RECALL INFORMATION

This Recall Campaign is being launched today and the 183 affected vehicles are flagged in VMI.

On Monday, August 13, 2012 dealers were notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on certain Model Year 2011 G-Class (463) vehicles with regard to the instrument panel. This notification is posted on the NHTSA web site and may generate some customer questions.

Background

The instrument panel of the subject G-Class contains a front passenger airbag which is covered by a flap. In order to have a controlled deployment of the front passenger airbag, a molding strip is located between the airbag and the covering flap. DAG has determined that the spot welding between the molding strip and covering flap of the instrument panel may not have been done properly to ensure retention of the molding strip during all front passenger airbag deployment scenarios. In the event of a front passenger airbag deployment, parts of the molding strip could potentially become loose and enter the passenger compartment or otherwise impair proper airbag function potentially causing injury. To date, we are not aware of any cases in the U.S. where this condition has occurred. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. An authorized Mercedes-Benz dealer will rework the instrument panel to correct this condition in subject vehicles.

Given this notice, it is a violation of Federal law for a dealer to deliver any new or used Model Year 2011 G-Class (463) covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

Parts – A Dealer allocation of one part per affected dealer will arrive at the dealer by launch date.

Dealers may order additional parts as required, however parts are in very limited supply and should not to be ordered for shelf stock. Parts replacement rate is 100%.

Owner Notification - Owner notifications will be sent approximately one week after recall launch.

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 causes, Mercedes-Benz USA, LLC 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).



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Campaign No. 2012090002, October 2012

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 463, Model Year 2011**
Re-work Instrument Panel

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the instrument panel on affected Model 463 (G-Class), Model Year 2011 vehicles, must be re-worked to correct the below described condition. The instrument panel of the subject G-Class vehicles contains a front passenger airbag which is covered by a flap. In order to have a controlled deployment of the front passenger airbag, a molding strip is located between the airbag and the covering flap. DAG has determined that the spot welding between the molding strip and covering flap of the instrument panel may not have been done properly to ensure retention of the molding strip during all airbag deployment scenarios. During front passenger airbag deployment, parts of the molding strip could potentially become loose and enter the passenger compartment or otherwise impair proper airbag function potentially causing injury. Mercedes-Benz USA, LLC (MBUSA) has initiated a recall of these vehicles.. Dealers will rework the instrument panel to correct this condition in the subject vehicles.

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.

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

Approximately 183 vehicles are involved.

Order No. P-RC-2012090002

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. Remove front passenger airbag and grab handle from instrument panel; refer to WIS: AR91.60-P-0680GM and additional information on this page.

Notes: Regarding **above** WIS instructions:

- For WIS Step 3: **Carefully** cut cable tie (arrow, Figure 1) securing harness to bottom of glove box. Lift section of felt tape (A, Figure 1) securing harness to top of glove box (replace felt tape if required: shop supply).
- For WIS Step 5: Refer to additional pictures of angle brackets (arrows, Figures 2, 3). Note position of angle brackets (arrows Figure 2, 3); angle brackets have left and right installed positions.

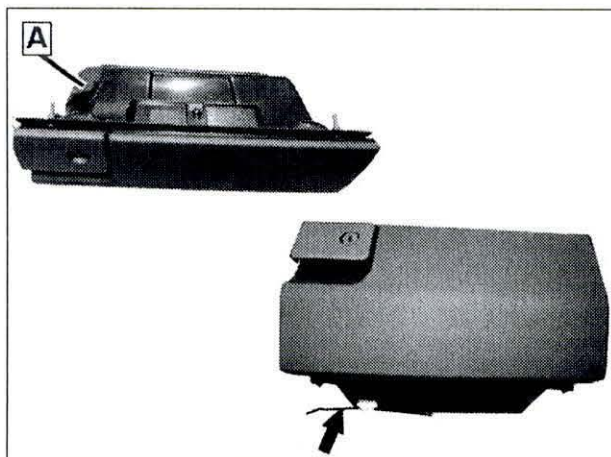


Figure 1

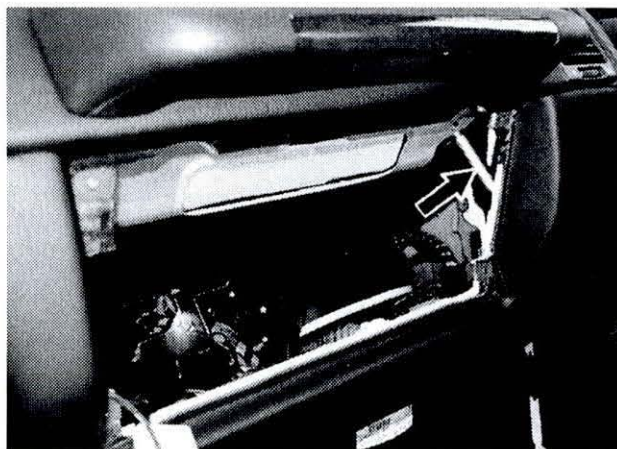


Figure 2

- Disconnect air duct (A, Figure 4) from center and right air vent (do not remove) then **carefully** cut cable ties (arrows, Figure 4) securing harness (B, Figure 4) to air duct (A) to allow additional clearance for air bag removal.

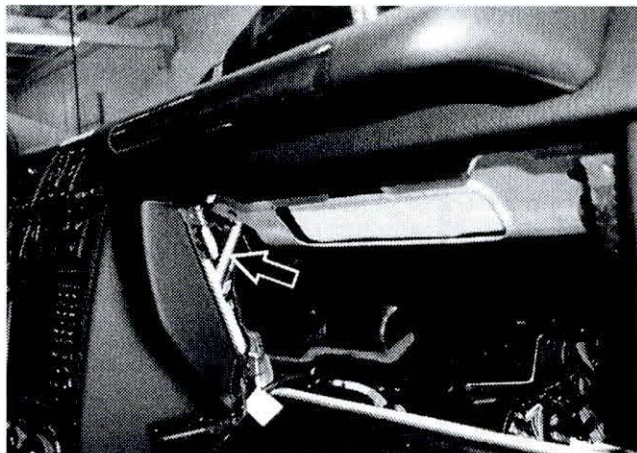


Figure 3

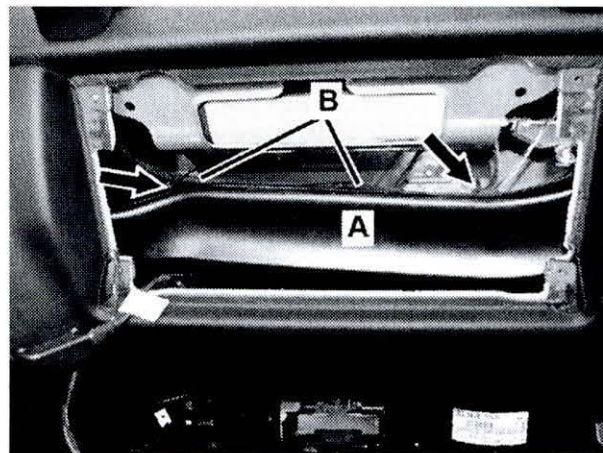


Figure 4

2. Attach drilling template (A, Figure 5) through opening of removed glove compartment (Figure 5):

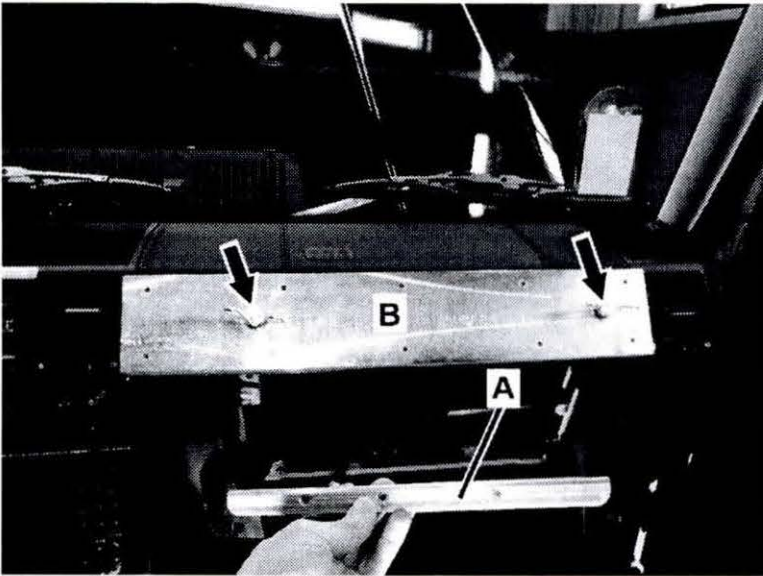


Figure 5

- Secure drilling template (A, Figure 5) in place at mounting studs (arrow, Figure 6) for front passenger airbag with M6 wing nuts (A, Figure 6) from parts kit.

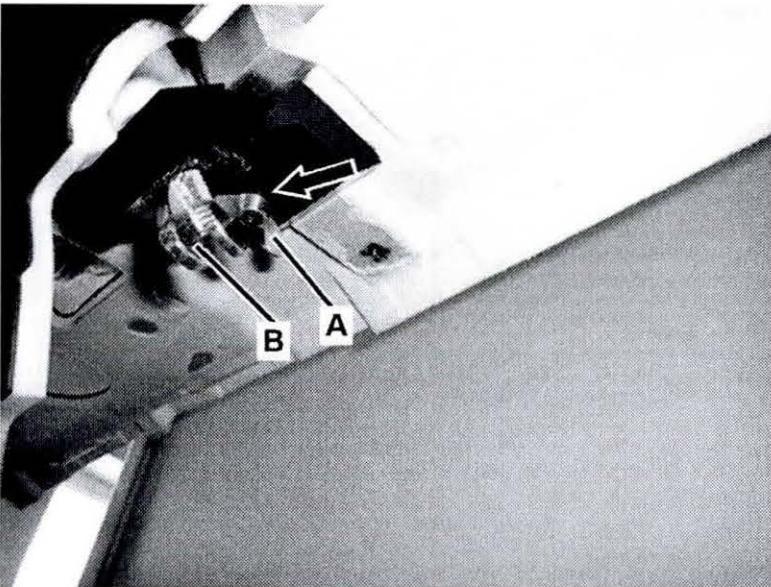


Figure 6

- Attach support plate (B, Figure 5) to instrument panel from outside and secure into place with M10 screws (arrows, Figure 5) and wing nuts (B, Figure 6) from parts kit.

CAUTION!: Ensure **padded side** of support plate **faces** the instrument panel or damage to the instrument panel may occur.

- Tighten all screws and wing nuts **hand-tight only**.

3. Insert drill bit from parts kit into guide sleeve (A, Figures 7, 8) up to end stop.

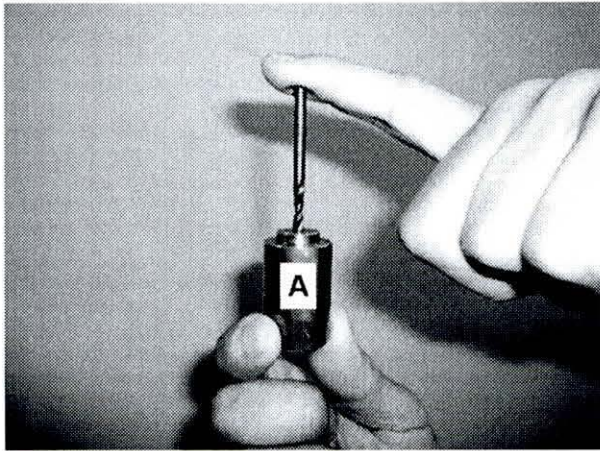


Figure 7

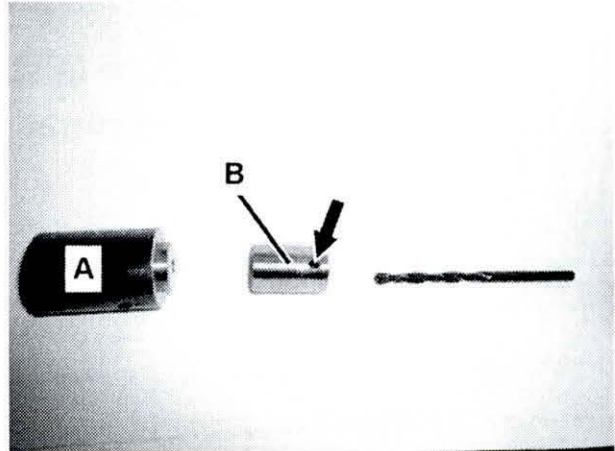


Figure 8

A Guide sleeve Arrow Grub screw
 B Arresting sleeve

4. Set drilling depth with arresting sleeve (A, Figure 9):
- Slide arresting sleeve (A, Figure 9) onto protruding drill bit shaft up to end stop.
 - Tighten grub screw (arrow, Figure 9) with Allen wrench (Figure 10).

Note: The exact drilling depth must absolutely be complied with in order to avoid damage to the instrument panel.

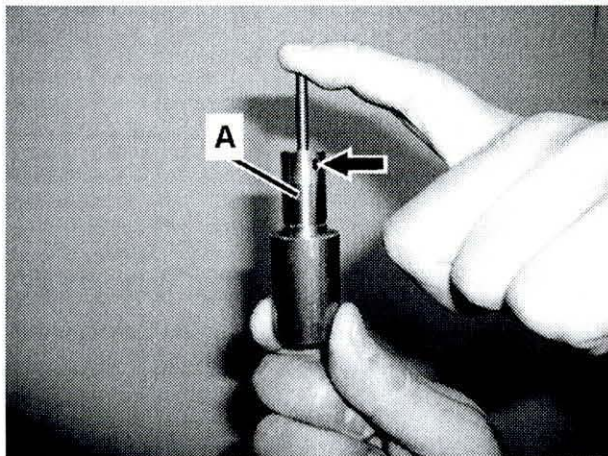


Figure 9

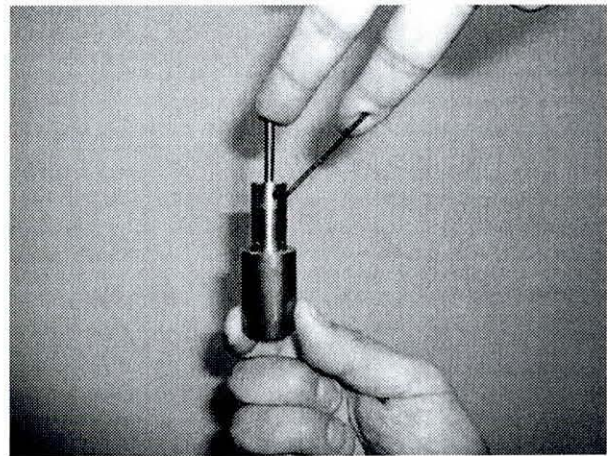


Figure 10

Note: Drilling depth: 24.2 mm

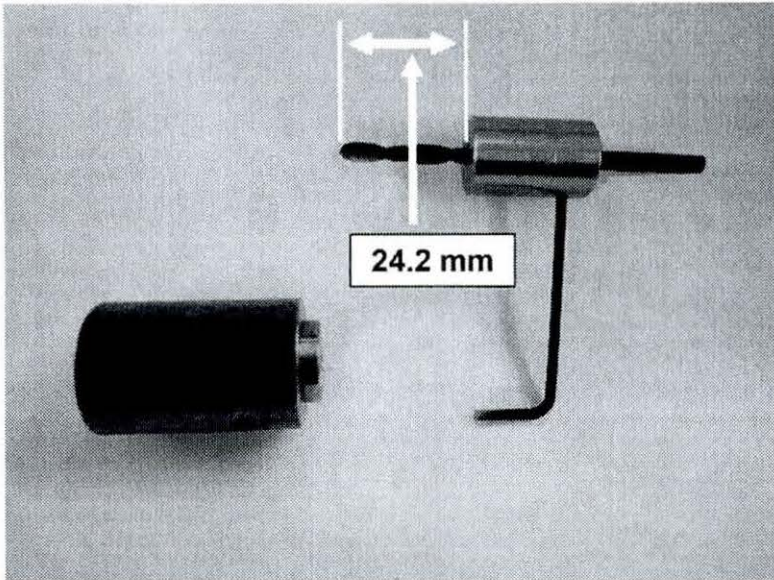


Figure 11

5. Clamp set drill bit in angular drill.

Note: Use a variable speed angular drill at slow speed to avoid breaking drill bits.

CAUTION!: Ensure drill bit has been properly installed into arresting sleeve and drilling depth is correct. Damage to dashboard during this work procedure will not be covered under this campaign and will not be reimbursed by Mercedes-Benz USA.

6. Drill holes (3x) in instrument panel using the drilling template (arrow, Figure 12).

⚠ WARNING! Be sure to wear proper eye protection when drilling holes into instrument cluster.

Note: For each hole, a new drill bit must be used.

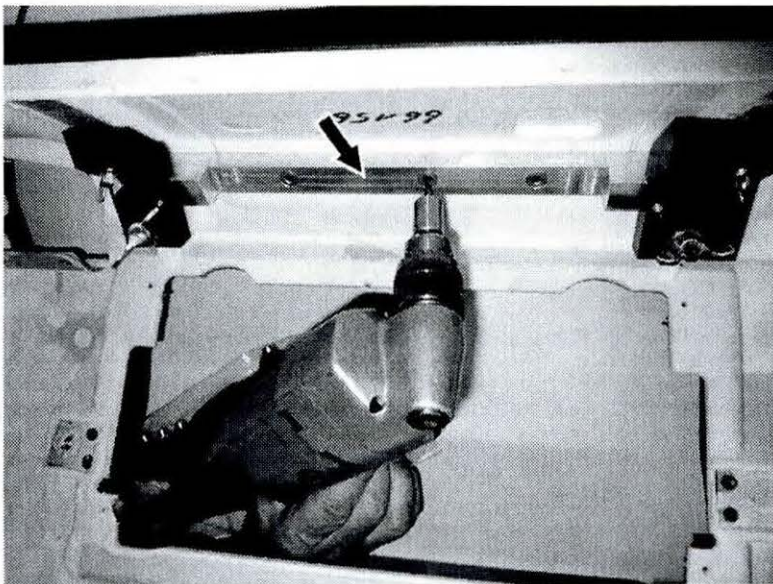


Figure 12

7. Remove drilling template (arrow, Figure 12).
8. Remove foam material around contact surface of rivet head. Set rivets (3 pcs.) from parts kit into holes and rivet with provided riveter (Figures 13, 14).

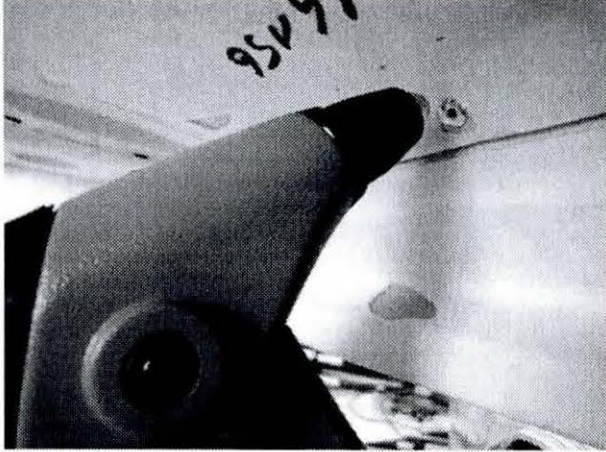


Figure 13

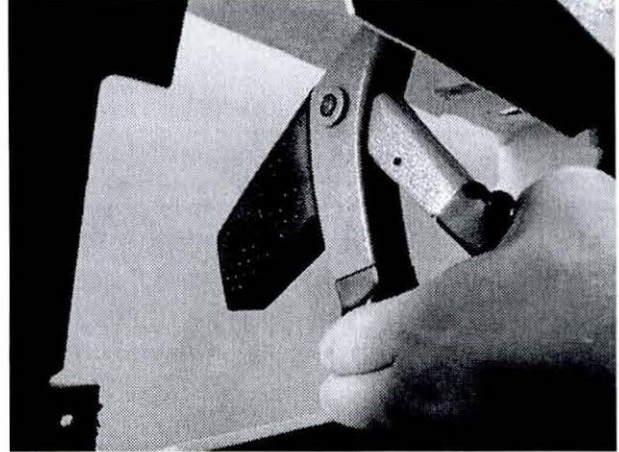


Figure 14

9. Assemble in the reverse order. Replace cable ties removed during disassembly.

Note regarding WIS instructions AR91.60-P-0680GM:

Disregard step 12: Connect Star Diagnosis and readout fault memory. This step is not required since fault codes are not set during this procedure.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Repair kit (special tool kit with required parts)	W 463 589 01 23 00	100 %
3	Cable ties	A 004 997 98 90	

Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is 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

Operation: Modify instrument panel (02-7706).

Damage Code	Operation Number	Model Indicator(s)
91 921 38 7	02-7706	L3, L7

Note

Operation code times are subject to change. Please refer to StarTime for current labor times



Mercedes-Benz

Urgent Safety Recall # 2012090002
Rework Instrument Panel
NHTSA Recall # 12V-380

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

October, 2012

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 2011 G-Class vehicles with regard to the instrument panel. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. 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 instrument panel of the subject G-Class contains a front passenger airbag which is covered by a flap. In order to have a controlled deployment of the front passenger airbag, a molding strip is located between the airbag and the covering flap. DAG has determined that the spot welding between the molding strip and covering flap of the instrument panel may not have been done properly to ensure retention of the molding strip during all front passenger airbag deployment scenarios. In the event of a front passenger airbag deployment, parts of the molding strip could potentially become loose and enter the passenger compartment or otherwise impair proper airbag function potentially causing injury. To date, we are not aware of any cases in the U.S. where this condition has occurred. Nevertheless MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. Dealers will rework the instrument panel in your vehicle to correct this condition.

This service will be provided free of charge. The working time required is approximately 2 hours. 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.

Please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or other authorized dealer, for additional information and to schedule an appointment at your earliest convenience. To locate additional authorized dealers please see www.MBUSA.com/dealerlocator. Please mention Recall Campaign #2012090002.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter 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.

Please contact an authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If a dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, 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,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645 0350
Phone 1-800-FOR-MERCEdes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com



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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

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE