



Mercedes-Benz

Campaign No. 2019050008, May 2019

Updated June 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 204 (C63 AMG only)**
Model Years 2008 – 2009
Replace Driver-Side and Front Passenger-side Airbag and install Knee Bolster

Based on the defect decision of TK Holdings, Inc. ("Takata"), in certain front driver and passenger side airbags produced by Takata used in certain Model Year 2008-2009 Mercedes-Benz vehicles, under specific circumstances, the front driver or passenger side airbag inflator housing may explode during deployment due to excessive internal pressure. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for extended periods of time. A front driver or passenger side inflator explosion during deployment could result in sharp metal fragments striking the passenger or other occupants, possibly causing serious injury or death. To remedy this concern, an authorized Mercedes-Benz dealer will replace the front driver and passenger side airbag on the affected vehicles, and install a knee bolster at the upper steering column.

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. Always check VMI for any open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.
- **For more instruction on the SRS light – please see attachment A**

Approximately 2,691 vehicles are involved.

Order No. P-RC-2019050008

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.

**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-side and passenger-side airbag replacement videos prior to performing this procedure:

- **Location:** The Learning Link.
- **Course Code:**
 - X0069E-US.MTA (AKUBIS®: Driver's Airbag Replacement).
 - X0070E-US.MTA (AKUBIS®: Passenger's Airbag Replacement)
- Video is for reference purposes, be sure to follow work sequence and instructions in this Procedure as steps (i.e. addition of knee bolster) may not be found in video.

1.  Load the **Mercedes-Benz PartScan** App. on Apple® iPhone® 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 Android® (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



Figure 1

i **Note:** Prior to replacing airbag, please check for SRS errors or messages in the instrument cluster:

•If an SRS error message is pending before start of work, **it must be documented and accounted for through the details outlined in Attachment A, page 17. Perform there call repair accordingly.**



Modification note: Note on vehicles **with** manual steering column adjustment (vehicles without code 275) added

Procedure

Attention: Step 4 to 7 is not required for vehicles with manual steering column adjustment (vehicles without code 275)

1. Move steering wheel all the way toward the driver and maximum up.

i This operation step **must be carried out** before continuing work in operation step 7!

2. Disconnect ground line from the on-board electrical system battery.

3. Remove driver airbag at the steering wheel.

i For basic data of model 204, see AR91.60-P-0660CW

i For vehicles with code 428, switch up the connector coupling for steering wheel gearshift button, rework to the new driver airbag (BT54.18-P-0002-01CW).

i Do not install the new driver airbag at the steering wheel until after the scan procedure in operation step 19.

4. Remove steering wheel. **Not required for vehicles with manual steering column adjustment (vehicles without code 275)**

Hm Steering wheel screw at steering shaft **80 Nm**

i **Make absolutely sure** that the wheels are in the straight-ahead position before removal!

i After the steering wheel has been removed, the wheels must remain in the straight-ahead position until the work has been completed and must not be turned!

i **After this repair has been performed, the screw for the steering wheel must be marked with a color dot and reused. The thread is not cleaned and the residual micro encapsulation remains on the screw and thread of the steering column.**

i For basic data for models 204 see AR46.10-P-0100CW

i The serrations (A, Figure 2) on the steering wheel must be aligned with the marking (B, Figure 2) on the steering shaft.

i Check the position carefully before removal and position identically during installation.

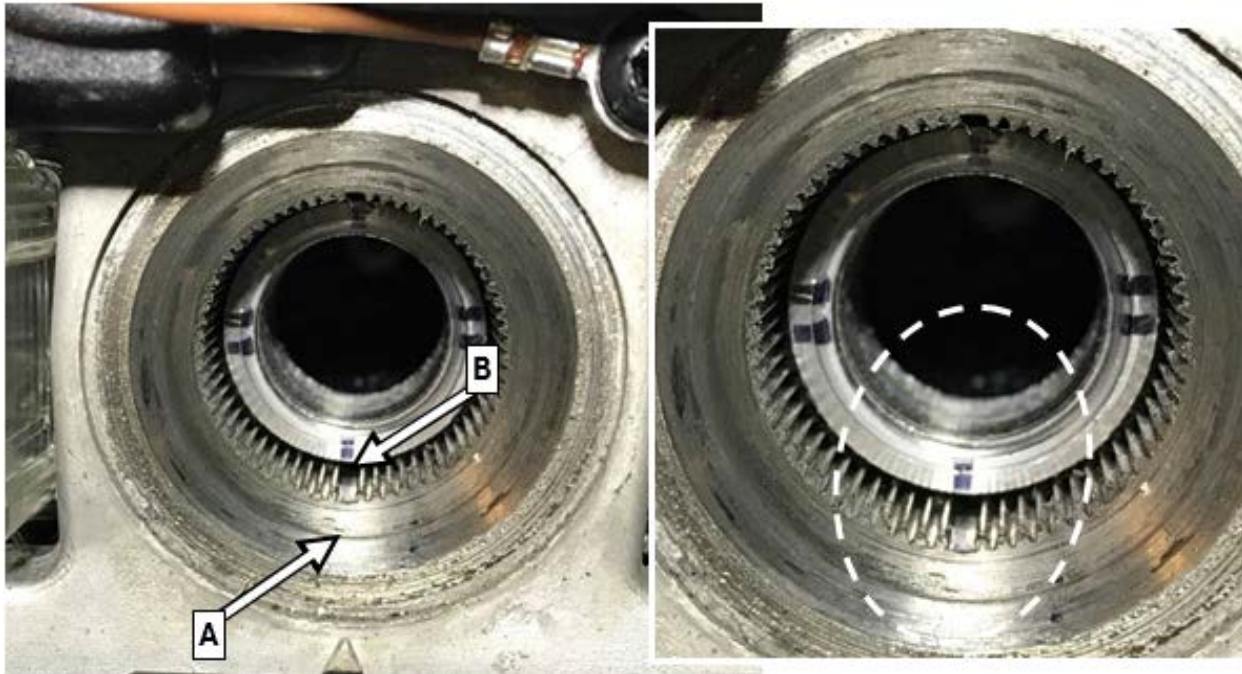


Figure 2

5. Remove steering column switch module from steering column (**Figure 3**).



Not required for vehicles with manual steering column adjustment (vehicles without code 275)



Unclip the frame for the leather sleeve on the instrument panel.



Lift steering column switch module with connected cables to the side.



Figure 3

- Retrofit two screws (C, Figure 4) with part number A 001 989 62 29 on the inside of the dashboard left and right next to the honeycomb struts.



Not required for vehicles with manual steering column adjustment (vehicles without code 275)

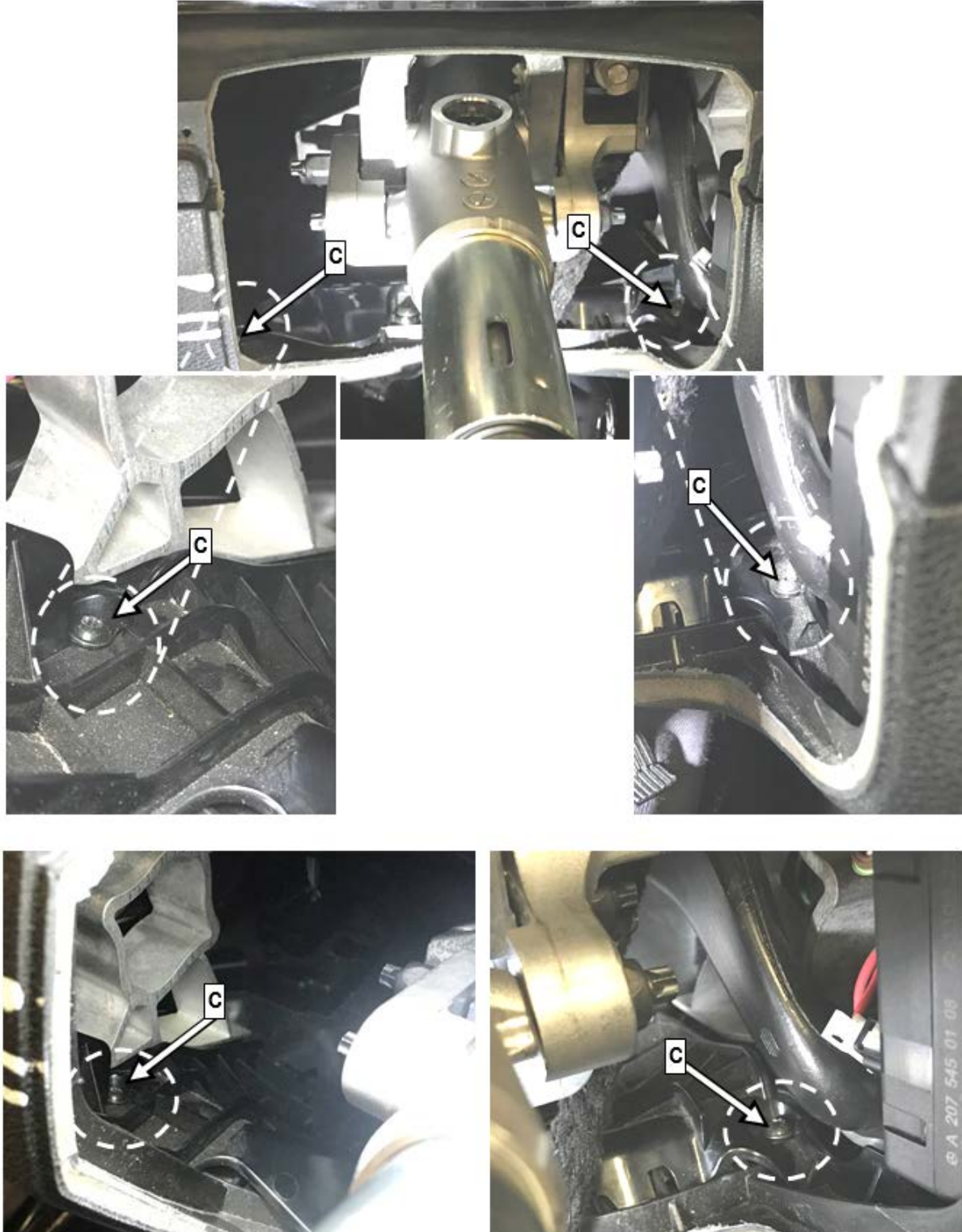


Figure 4

7. Retrofit knee bolster (D, Figure 5) on steering column



Not required for vehicles with manual steering column adjustment (vehicles without code 275)



The knee bolster will be pushed onto the steering column and holds by its retaining lugs.



Figure 5

8. Remove right A-pillar trim (E, figure 6).



Figure 6

9. Remove glove box housing

i For basic data of model 204, see **AR68.10-P-1200CW**

i Release inner retaining ring (**figure 7**) at the AUX connection towards the inside. The connection can then be removed from the glove box housing.

i Pull iPod cable **with** rubber grommet out of glove box housing until the connector plug makes contact with the housing. **Do not pull cable out of rubber grommet** because it is bonded to the rubber grommet and will otherwise be damaged!

i Pull out the iPod cable as far as possible and set down glove box housing on the windshield **with** exterior iPod cable connected (**figure 8**).



Figure 7



Figure 8

10. Remove air duct (B, figure 9) above the glove compartment.



Figure 9

11. Unclip and remove cover (G, figure 10) at the instrument panel on top.

i With a sound system, also remove speaker under the cover.



Figure 10

12. Remove center console (AR68.20-P-2000CW).

13. Remove automatic climate control and operating unit.

i For basic data of model 204, see AR83.40-P-6350CW

14. Remove trim (**H, figure 11**) around the instrument cluster.

i For basic data of model 204, see AR54.30-P-6015CW.



Figure 11

15. Remove the two bottom threaded connections (**J**, **figure 12**) of the instrument cluster.

i These screws are simultaneously fasteners for the instrument panel.

i The upper two screws do not need to be removed.



Figure 12

16. Remove four screws (**K**, **figure 13**) for fastening the instrument panel



Figure 13

17. Disconnect electrical contacts (**L**, figure 14) at the front passenger airbag.



Figure 14

18. Remove lock nuts (**H**, figure 15) for the front the passenger airbag.



Lock nuts should only be replaced if they are damaged. For more info see:
AH00.00-N-0001-01A / Modification notes 27.10.2016

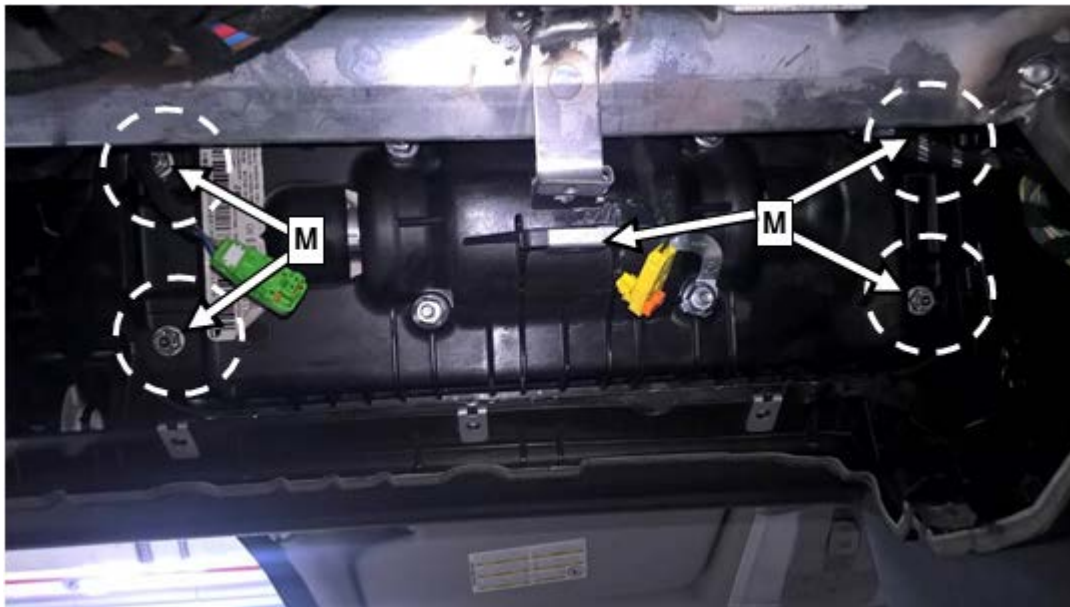


Figure 15

19. Slightly raise instrument panel at the front passenger side and remove the front passenger airbag in a downwards direction. Take special care not to crack the dashboard material. **DO NOT REMOVE THE DASHBOARD**

20. Use the "Scan VIN" button (**figure 16**) to scan the vehicle identification number either by the barcode or the text field.

i After scanning, compare the vehicle identification number that has been read in the app and correct any scanning errors manually.

i All required data can also be read off and entered manually.

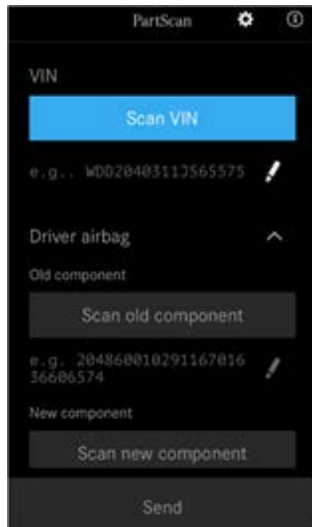


Figure 16

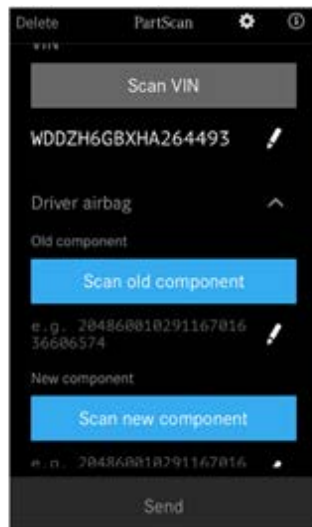


Figure 17

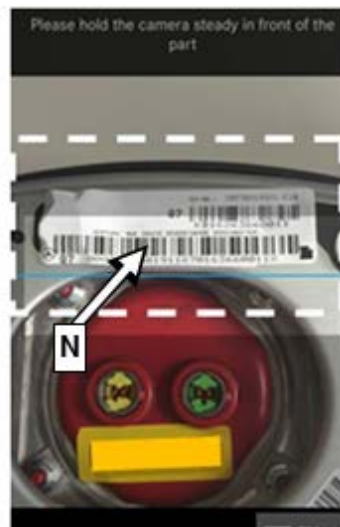


Figure 18

21. Scan barcodes of the removed driver airbag using the button "Scan old component" (**figure 17**).

i Ensure that the lower barcode (**N, figure 18**) is scanned.

i All required data can also be read off and entered manually.

22. Scan the barcodes of the new driver airbag using the button "Scan new component" (**figure 17**).

i Ensure that the lower barcode (**N, figure 18**) is scanned.

i All required data can also be read off and entered manually.

23. Repeat operation steps 21 and 22 on the old and new front passenger airbag.

24. Create a scan ID via the "Send" button (figure 19).

i The generated scan ID (figure 20) must be recorded in writing in the workshop order and then stored in a tamper-proof manner.

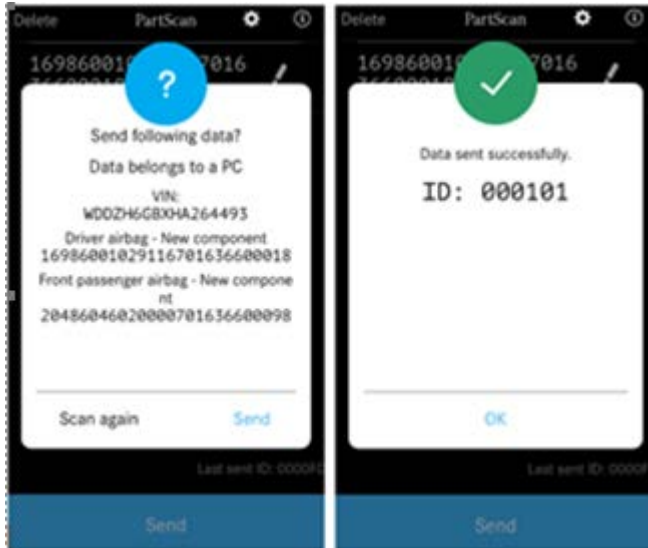


Figure 19

Figure 20

i For order invoicing, it is mandatory to enter the "ID" in the comment field of the EVA / VEGA application.

ID: _ _ _ _ _

25. Install driver airbag at the steering wheel.

Nm Screw for airbag at steering wheel **8 Nm**.

i Contrary to the work instructions in WIS, it is **not** necessary to check the supplemental restraint system with XENTRY/DAS following driver airbag replacement.

i For basic data for model 204, see **AR91.60-P-0660CW**.

i For vehicles with **code 428**, switch up the connector coupling for the steering wheel gearshift button, rework to the new driver airbag (**BT54.18-P-0002-01CW**).

26. Carefully insert the new front passenger airbag from below and fasten to the instrument panel with 4 nuts.

i Contrary to the work instructions in WIS, it is **not** necessary to check the supplemental restraint system with XENTRY/DAS following front passenger airbag replacement.

Nm Nut of front passenger airbag at instrument panel **5 Nm**.

27. Place instrument panel back into position and install the air ducts (**P**, **figure 21**) correctly.

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



Figure 21

28. Assemble in reverse order.

29. Connect ground line to on-board electrical system battery.

30. Turn the transmitter key in the electronic ignition lock to **position 1** and check whether the airbag indicator lamp (**R**, **figure 22 or 23**) correctly switches off after a few seconds.

i The SRS check is thus completely ensured after airbag replacement.

i If SRS light was preexisting, it must be verified that no newer codes are present.

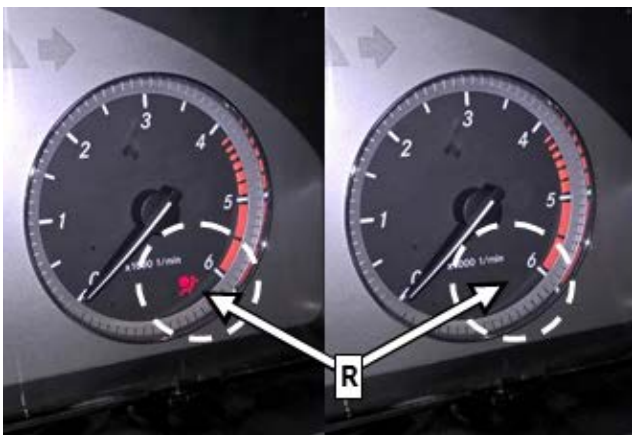


Figure 22



Figure 23

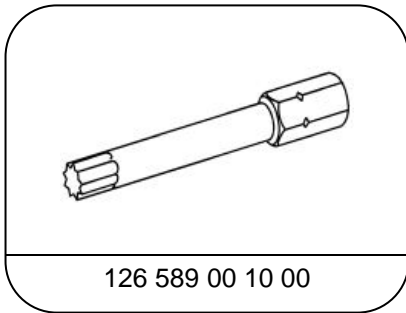
i **Note:**

- Requested parts must be returned 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.

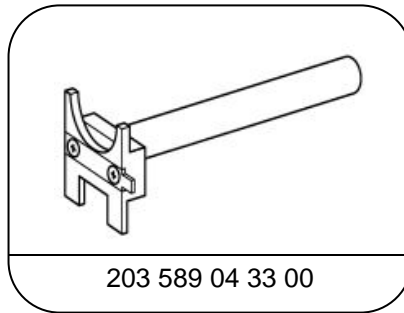
i **Note** (regarding WIS documents referenced in this Procedure):

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.

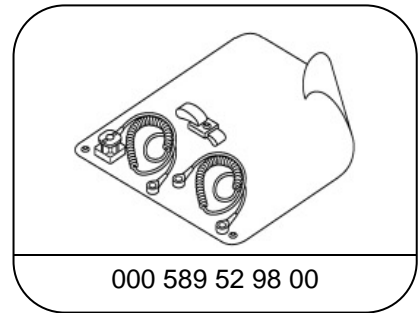
W **Special Tools**



Screwdriver bit



Removal lever



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

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Driver airbag	A 000 860 58 02 05 9116	100%
1	Front passenger airbag	A 204 860 12 00	
2*	Screw	A 001 984 62 29	
1*	Knee bolster	A 204 689 14 00	

***Not required for vehicles with manual steering column adjustment (vehicles without code 275)**

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

Operation: Replace driver-side airbag and front passenger airbag and add knee bolster (02-3683)

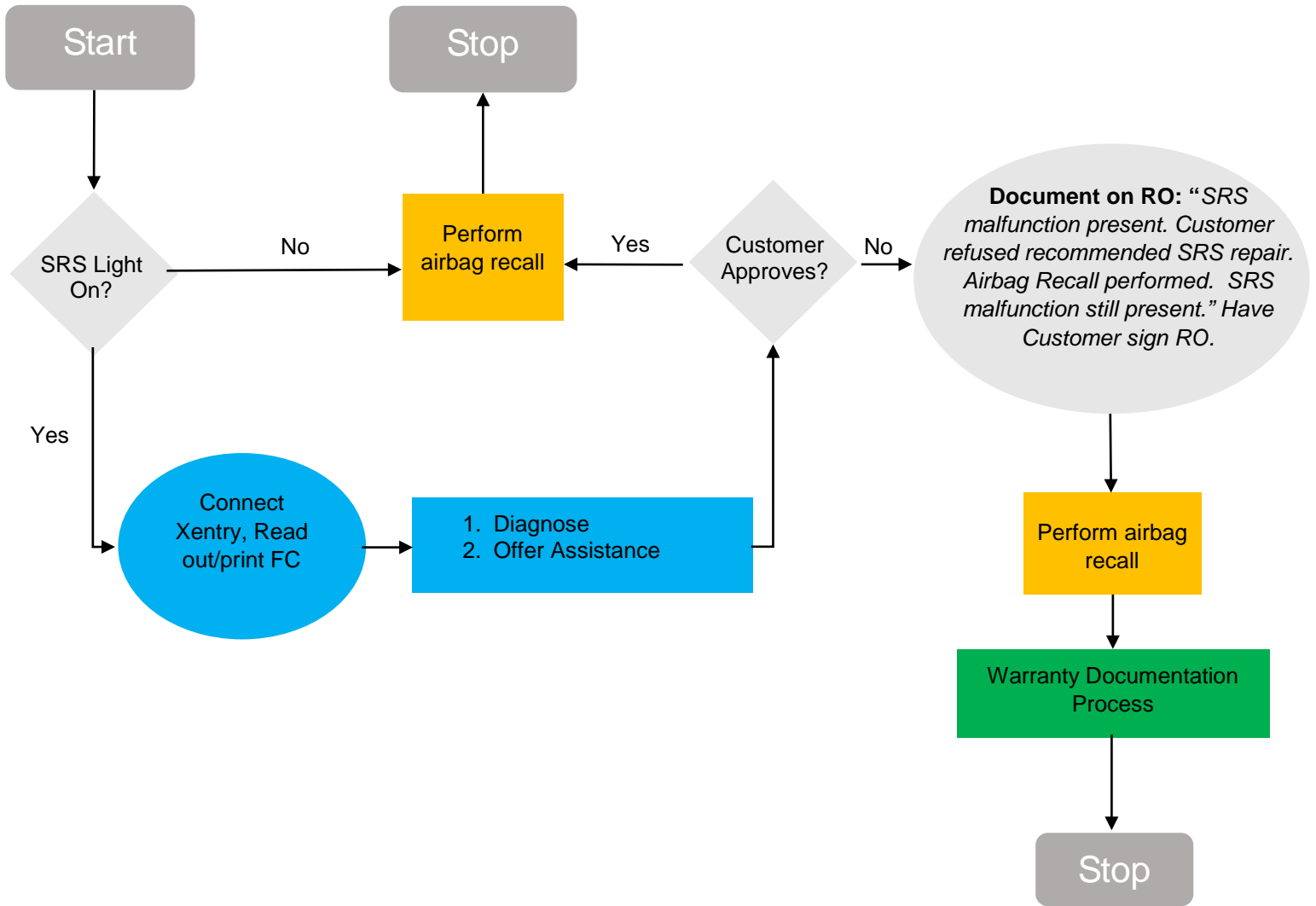
Damage Code	Operation Number	Labor Time (hrs.)
91 940 03 7	02-3683	1.8

(Includes: Disconnecting and connecting ground cable of on-board electrical system battery).

i **Note**

Operation Number labor times are subject to change.

Attachment A - SRS Light Diagnosis/Repair Process - Takata Airbag Recall Only



Legend

- Claim against MB-Select Plus
- Claim against Recall
- Claim against new "21" damage code

Warranty Documentation Process

1. Claim against new "21" damage code
 - a) **21664 00 Takata Diagnosis – No Repair**
 2. Up to 2 hours diagnostic time permitted
 3. Ensure diagnostic time is properly punched on RO
 4. Ensure RO is documented properly
- Attach RO to warranty claim



Hazardous Materials Shipping Instructions - GROUND

Part Name: Airbag Part Numbers:	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	<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 an Airbag:

REQUIRED PACKAGING:

- Carefully open received box and remove new airbag. Keep box intact & save all contents!
- Place used airbag into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package 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 $\geq \frac{1}{2}$ 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.

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:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016



Mercedes-Benz



Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbag Part Numbers:	Hazardous Properties: Contains initiating component which deploys (inflates) airbags.
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STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE							
PIECE	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	UN3268, Safety devices, 9 OVERPACK USED	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 Multiple Airbags in 1 Box:

REQUIRED PACKAGING:

- Carefully open received UN spec box and remove new airbag. Keep the box intact & save all contents!
- Place used airbag back into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package 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:

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

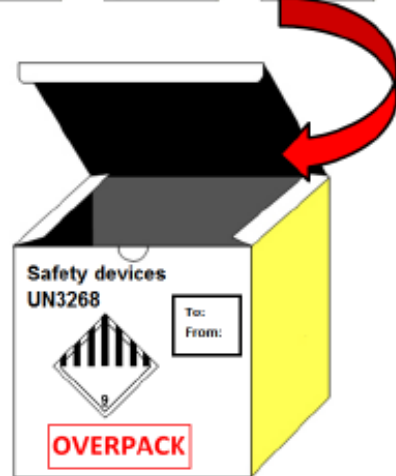
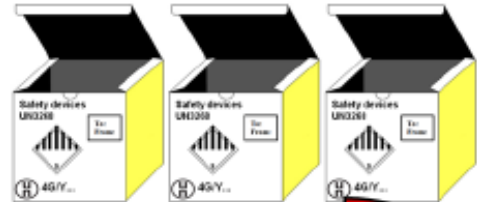
REQUIRED PACKAGE MARKINGS:

- 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.

OVERPACKS (more than 1 airbag sent as 1 shipment):

- Package each airbag in a separate UN spec box prepared with the labels/markings described above.
- Place each individual airbag box inside a larger non-UN spec box to keep the shipment together.
- This larger box is called an "OVERPACK."

- The OVERPACK must have the identical markings and label as the boxes contained inside.
- The OVERPACK must have the "OVERPACK" statement on the same face as the hazard markings and labels. **Package example:**



Questions? Contact MBUSA Corporate EH&S at (630) 462-3440 or (770) 705-2578

12/5/2016