



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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MBUSA.com

## newschannel UPDATE

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers, Warranty Managers

FROM: Dan Edwards, Department Manager, Warranty Services; Engineering Services

DATE: November 24, 2010

RE: **Warranty Extension: Drivers Air bag Wiring. Model Year 2005 – 2006 ML (164), SLK (171), C (203), CLK (209), E (211), CLS (219), R (251), and Model Year 2005 – 2008 G(463)**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that, due to a production quality issue there may be electrical resistance variations within the vehicle's air bag wiring harness. When the vehicle's diagnostic system detects this situation, the "Air Bag" light is illuminated in the instrument cluster and Diagnostic Trouble Code 9103 or 9123 is stored in the vehicle's air bag system. The air bag control unit and all air bag systems remain fully functional as designed. It is important to note, however, that any time an air bag light is illuminated the owner immediately bring the vehicle to their authorized Mercedes-Benz dealer for a full diagnosis. The vehicles potentially affected are Model Year 2005 – 2006 ML, SLK, C, CLK, E, CLS, R-Class and Model Year 2005 – 2008 G-Class vehicles.

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to ensure the satisfaction of our customers, Mercedes-Benz USA, LLC (MBUSA) has decided to extend the warranty for the driver's air bag wiring for the following vehicles; Model Year 2005 – 2006 ML, SLK, C, CLK, E, CLS, R-Class and Model Year 2005 – 2008 G-Class vehicles from the original 4 years / 50,000 miles (whichever occurs first) to 10 years / 100,000 miles (whichever occurs first). This warranty extension applies to these vehicles regardless of ownership. If, during this period, the vehicle should experience an illumination of the Air Bag light as described above, this warranty extension would cover the necessary repairs to correct those conditions.

Any repairs made under this warranty extension should be performed by an authorized Mercedes-Benz dealership. This warranty extension does not cover any other components in the air bag system or otherwise extend any other warranty coverage on the vehicle. Standard warranty terms and exclusions apply to all other components. Only the following damage code can be claimed for the repair of the Driver Air bag Wiring: **Damage Code 59783 – Repair of cable harness jacket tube module connection point.**

On approximately December 1, 2010, MBUSA will begin sending letters to certain owners of Model Year 2005 – 2006 ML, SLK, C, CLK, E, CLS, R-Class and Model Year 2005 – 2008 G-Class vehicles. See attached.

Also, VMI will display information regarding this warranty extension in the service packages section for all affected vehicles.

The following claim procedure should be followed:

1. If the driver's air bag wiring fails during this extended warranty period, the necessary repairs will be covered under warranty. A claim should be submitted using the above mentioned damage code.





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2. If the vehicle has already exceeded the original warranty mileage period and the customer has already paid to have the drivers air bag wiring replaced for a reason that would be covered under the warranty extension, they may be eligible for reimbursement of repair costs by presenting adequate documentation (which should be retained in the customer file for audit purposes). Reimbursement may be limited to the amount the repair of the drivers air bag wiring and related parts associated to these replacements (ex. screws, clamps) would have cost if completed by an authorized Mercedes-Benz dealer. The dealer should reimburse the customer and then submit a warranty claim using the above mentioned driver's air bag wiring damage code. Warranty reimbursement for parts and labor should be submitted as a "SUBLET" utilizing the sublet code of "sub". The repair date should be the date that the customer paid for the repair.

Should you have any questions or concerns, please do not hesitate to contact the Warranty Services Group (WSG) at 877-974-6287.

Thank you.

