

Mercedes-Benz issues recall for C-Class Sedans

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Updated

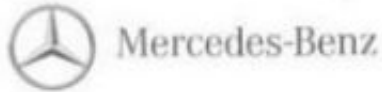
May 5, 2016, 3:20 pm IST

Callback is over a faulty airbag control unit whose malfunctioning can cause airbags to deploy unnecessarily or not-to-deploy when required.



Mercedes-Benz

Mercedes-Benz has recalled its C-Class sedans (manufactured between 2008-2009) in India. The callback is over a faulty airbag control unit whose malfunctioning can cause the airbags to deploy unnecessarily or not-to-deploy when required. In a statement issued by the company, the SRS control unit requires replacement. The glitch will be resolved at Mercedes' authorized service center and will take approximately four hours. The remedy is free of cost.



Benchmark Cars
Dealer for Mercedes-Benz
Passenger Vehicles

Date : 16/04/2016

[Redacted]

Service Measure: Replace SRS control unit (airbag control unit)

[Redacted]

Dear [Redacted]

The name Mercedes-Benz stands for quality. To live up to this standard, we continue to monitor our vehicles even after they have already been delivered to customers.

In the process, we found that on your vehicle a function impairment of the SRS control unit may occur. Therefore, we wish to replace the SRS control unit on your vehicle as a precautionary measure. We kindly request you to make an appointment as soon as possible with our Service Advisor. The required work will take approximately 4 hours.

[Redacted]

Please be informed that the required work will be carried out free of charge. We apologize for this additional workshop visit and ask for your understanding in this matter

If you have in the meantime sold your vehicle, we kindly request that you write the address of the new owner or the whereabouts of the vehicle on the back of this letter and return it to us.

Ensuring the quality of our vehicles will continue to be our top priority, we remain.

We look forward to your revert.

Sincerely,
Landmark Cars Pvt. Ltd. Benchmark Cars

Mr. Dhanu Chatterjee - Service POD

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Recently [Ford issued a similar recall](#) over a software issue with the Restraint Control Module (RCM) that controls the deployment of airbags. Over 40,000 cars (the Figo and the Figo Aspire) were affected.

It's hard to forget the Volkswagen dieselgate scandal when it comes to recalling vehicles. The carmaker had to [callback lakhs of its vehicles](#) over violation of emission norms.



It is worth noting that recalls issued by carmakers over the globe appears to be the new trend. Even Tesla Motors, known for deploying state-of-the-art technology, had to once [recall its Model S](#) to resolve a minor issue with the rear seatbelt.

While it is a hard decision to take for the automaker to admit the fault committed and then issue a recall, its concern for the customers' safety has to be appreciated. This is one step forward in making our cars safer.

Source: CarDekho.com