

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 2015100003 with Stop-Sale Order – Engine Control Unit Software Update, Model 217/222 (S-Class) Model Years 2014-2016	DATE: October 20, 2015

IMPORTANT RECALL INFORMATION AND STOP SALE ORDER

Effective immediately, a stop sale is required for Model Years 2014-2016 S-Class vehicles (S63 sedan/coupe) identified in the attached VIN file and in VMI as a “Pending” Recall.

The affected new vehicles that are in dealer inventory must be held, and not retailed, until further instructions are provided. Loaner and demonstrator vehicles may continue to be driven but must not be retailed!

What's the Issue:

Daimler AG (DAG) has decided that on approximately 2,956 Model Years 2014-2016 S-Class vehicles (AMG S63 sedan/coupe) the engine control unit software may cause an irregular rpm at idle that could lead to unintentional engine shut-down just prior to a vehicle stop (e.g., while coasting towards a traffic light). If such a situation occurs, the driver might falsely interpret the engine shut-down as a planned shut-down initiated by the ECO Start/Stop system. If this situation occurs, the engine can be restarted using the ignition after the transmission has been placed in “N” or “P”. An authorized Mercedes-Benz dealer will update the engine control unit software.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new Model Years 2014-2016 S-Class S63 sedan/coupe vehicles covered by this notification in dealer inventory until the vehicle has been repaired. See attached VIN file.

What We're Doing:

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted by an authorized Mercedes-Benz dealer to update the engine control unit software on the affected vehicles. MBUSA notified the NHTSA on October 9, 2015, of this new recall, which may generate questions from your customers.

Next Steps:

- There are no parts needed. This recall is scheduled to launch in early December 2015 when the software becomes available.
- Customer notification letters will be mailed starting one week after the recall launch.

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).