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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 2015100005 – Model 242 (B-Class Electric), Model Year 2014 - 2015 Update Powertrain Control Module Software	DATE: November 25, 2015

IMPORTANT RECALL INFORMATION

This Recall Campaign is being launched today and the 2,618 affected vehicles will be flagged in VMI.

Parts – No parts are required as this is a software update. Software update rate is 100%.

Owner Notification: Owner notifications will be mailed starting December 2, 2015. All affected vehicles are flagged in VMI. Dealers may repair customer vehicles that show up at the dealership prior to receiving a customer letter.

What Should Customers Do: Customers may continue to drive their vehicles until this recall has been performed.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new Model Years 2014-2015 B-Class Electric vehicle covered by this notification in dealer inventory until the vehicle has been repaired.

What's the Issue:

Daimler AG (DAG) has decided that on approximately 2,618 Model Years 2014-2015 B-Class Electric vehicles the powertrain gateway control unit might send an incorrect signal for a very short duration regarding the status of the high voltage contactor. Should this occur, the vehicle would react to this signal by immediately powering down the electric powertrain unit. As a consequence, the propulsion power would be lost, temporarily immobilizing the vehicle. In such an event, the vehicle can be restarted using the ignition key.

What We're Doing:

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will update the gateway software on the affected vehicles.

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 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)



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Campaign No. 2015100005, November 2015

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 242 (B-Class Electric), Model Year 2014 - 2015**
Update Powertrain Control Module Software

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on the subject vehicles the powertrain gateway control module might send an incorrect signal for a very short duration regarding the status of the high voltage contactor. Should this occur, the vehicle would react to this signal by immediately powering down the electric powertrain module. As a consequence, the propulsion power would be lost, temporarily immobilizing the vehicle. In such an event, the vehicle can be restarted using the ignition key. To remedy this situation, an authorized Mercedes-Benz dealer will update the gateway software on the affected vehicles.

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 Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 2,618 vehicles are involved.

Order No. P-RC-2015100005

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



Note:

- Use DAS/Xentry 09-10-11/15 with Add-Ons: 5093, 5097 and 5109 or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Program powertrain control module (N127) software:

Control units view ➡ Drive type ➡ PTCU powertrain ➡ Version ➡ Adaptations ➡ Control unit update ➡ Update of control unit software.

2. Follow on-screen instructions.



Note:

The powertrain gateway control module software will also be automatically updated.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update powertrain control module software (02-9334).

Damage Code	Operation Number	Labor Time (hrs.)
54 986 34 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1



Note

Operation Number labor times are subject to change.