

Part 573 Safety Recall Report

16V-440

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : JUN 13, 2016

NHTSA Recall No. : 16V-440

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : One Mercedes Dr, PO Box 350
Montvale NJ 07645-0350

Company phone : 1-800-367-6372

Population :

Number of potentially involved : 5,826

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2016 Mercedes-Benz GLE450 AMG 4Matic Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 292.364 ED6E 5826 vehicles

Production Dates : DEC 10, 2014 - JUN 06, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE coupe (292 platform) vehicles an issue within the engine control unit software might potentially cause an engine shut-down just before vehicle stop, e.g. while braking prior to a traffic light or stop sign.

If such a situation occurs, the driver might falsely interpret the engine shut-down as a planned shut-down as part of the ECO start/stop function.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A potential engine shut-down might be falsely interpreted by the driver as a planned shut-down as part of the ECO start/stop function. However, the engine will not restart automatically after releasing the brake pedal, but needs to be restarted manually.

Depending on the traffic situation, an unintentional engine shut-down could increase the risk of a crash.

Description of the Cause : In the event of rapid and consecutive transmission downshifts during braking, the engine speed could drop too much due to the unfavorable interaction

between engine and transmission software.
In that scenario, the engine restart from the overrun fuel cut-off mode shortly before vehicle standstill could be impaired.

Identification of Any Warning that can Occur : The typical instrument cluster warning lamps which are activated upon engine shut-down with ignition "ON" inform the driver that the vehicle is not in ECO start/stop mode and needs to be manually restarted.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

In mid-March 2016, DAG launched initial investigations based on individual field reports from the US describing instances in which customers allegedly experienced the subject condition outlined above. As these initial investigations in the area of the ECO start/stop function did not identify the root cause, further investigations of the application of engine and transmission were started in the beginning of April 2016. Additionally, measurement data of field vehicles was analyzed. The analysis determined an issue with the engine control unit software to be the root cause.
In May 2016, analyses were started in order to determine the range of potentially affected vehicles. In the beginning of June 2016, DAG determined that a potential safety risk cannot be ruled out.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the engine control unit software on the affected vehicles. Pursuant to 49 C.F.R. § 577.11 (e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign in June, 2016. A copy of all communications will be provided when available. Owners will be notified in July, 2016, approximately one week after recall launch to the dealers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported