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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 2016060007 Model 292 (GLE Coupe), Model Year 2016 Update Engine Control Module Software	DATE: June 23, 2016

IMPORTANT RECALL LAUNCH INFORMATION

This Recall Campaign is being launched today and the 5,825 affected vehicles are flagged in VMI.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any of these new Model Year 2016 GLE coupe vehicles covered by this notification in dealer inventory until the vehicle has been repaired.

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

Owner Notification: Owner notifications will be mailed early July, 2016.

What Should Customers Do: Customers may continue to drive their vehicles until the recall is completed.

What's the Issue:

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. 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. An authorized Mercedes-Benz dealer will update the engine control module software.

To enhance Customer Experience, Dealers are encouraged to utilize MBSelect for customers affected by this recall.

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).





Mercedes-Benz

Campaign No. 2016060007, June 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 292, Model Year 2016 - 2017**
Update Engine Control Module Software

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. However, the engine will not restart automatically after releasing the brake pedal, but needs to be restarted manually.

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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 5825 vehicles are involved.

Order No. P-RC-2016060007

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 05-06/16 with add-on 5815 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. Update engine control module software:
Control units view ➡ Drive type ➡ ME motor electronics ➡ Adaptations ➡ Control unit update ➡ Update of control unit software.
 2. Follow on-screen instructions

Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

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

Damage Code	Operation Number	Labor Time (hrs.)
54 903 31 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

Note

Operation Number labor times are subject to change