

Part 573 Safety Recall Report

17V-506

Manufacturer Name : Mercedes-Benz USA, LLC.**Submission Date :** DEC 11, 2017**NHTSA Recall No. :** 17V-506**Manufacturer Recall No. :** 2017090005**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : 13470 International Parkway
Jacksonville FL 32218

Company phone : 1-877-496-3691

Population :

Number of potentially involved : 12,322

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2016 Mercedes-Benz GLE43 AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 292.364 ED6E 6486 Vehicles

The recall population was determined through potentially affected software versions. The recalled vehicles have different engine and transmission control unit programming than vehicles that were not subject to the recall

Production Dates : JUL 09, 2014 - MAY 12, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2017-2017 Mercedes-Benz GLE43 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.064 DA6E 1468 Vehicles

The recall population was determined through potentially affected software versions. The recalled vehicles have different engine and transmission control unit programming than vehicles that were not subject to the recall

Production Dates : JUL 09, 2014 - MAY 12, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2017-2017 Mercedes-Benz GLE43 AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 292.364 ED6E 4368 Vehicles

Descriptive Information :

The recall population was determined through potentially affected software versions. The recalled vehicles have different engine and transmission control unit programming than vehicles that were not subject to the recall

Production Dates : JUL 09, 2014 - MAY 12, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Daimler AG ('DAG') has determined that on certain GLE (166 platform) and GLE coupe (292 platform) vehicles, the engine control unit software may not correspond to current specifications. This may result in an engine shut-down just before vehicle stop, e.g. braking in response to a traffic light or stop sign. In addition, a high engine load combined with an insufficient accelerator pedal actuation could lead to an engine shutdown following an ECO start.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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 below the required threshold due to the interaction between the engine and transmission control units. In addition, engine shutdown could possibly result from the programmed idle regulator deactivation following a slight tap of the accelerator pedal after a combination of an ECO-start and a simultaneous high engine load.

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

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

In June 2016, DAG initiated a voluntary safety recall to update the engine control unit software on certain

vehicles affected by an issue regarding a potential unintended shutdown of the engine. The recall campaign was launched in mid-June 2016. After receiving individual field reports describing instances in which customers allegedly experienced the subject condition outlined above, despite an already updated engine control unit software, DAG launched investigations in September 2016, focusing on the ECO start/stop function.

As these investigations did not identify the root cause, further investigations of the application of engine and transmission were launched in November 2016. Additionally, field vehicles were bought back and tested to reproduce the customer complaint in December 2016. The analysis which included long term testing was completed in May 2017 and confirmed an interaction issue between the engine- and transmission control unit software to be the root cause. The range of potentially affected vehicles was ultimately determined in July 2017.

In early August 2017, 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 and transmission 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 :	New control unit programming will be installed for the engine and transmission when available. There is no name or software part number created yet.
Identify How/When Recall Condition was Corrected in Production :	The introduction of modified software for the engine control unit ensures that this complaint can no longer occur in vehicles produced from May 2, 2017 onwards.

Recall Schedule :

Description of Recall Schedule :	Owners will be notified in early September approximately one week after recall launch to the dealers. Dealers will be notified of the voluntary recall campaign in August 2017. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	SEP 08, 2017 - NR
Planned Owner Notification Date :	SEP 15, 2017 - SEP 18, 2017

* NR - Not Reported