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Service

newschannel update

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| <p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p> | <p>FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services</p> |
| <p>RE: UPDATE Recall Campaign 201702002 1 with RETAIL HOLD ORDER MY15-17 CLA-Class (117 platform), GLA-Class (156 platform), C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) Starting Current Limiter</p> | <p>DATE: June 02, 2017</p> |

IMPORTANT RECALL UPDATE INFORMATION

-----PROCESS CLARIFICATION-----

To minimize delays in having warranty claims approved and processed for the subject recall campaign, Dealers must follow the following sequence of steps below:

- (1) Have the available replacement parts on-hand
- (2) Contact their respective AOM or VCA to have the campaign opened
- (3) Open the RO and conduct Repair

If the correct sequence above is not followed, claims may be denied.

Please ensure that you have verified that the campaign is open **prior to** opening the RO. Dealers must **NOT** change repair dates on claims.

Please see the attached document for information regarding the recall.





RECALL CAMPAIGN UPDATE

March 15, 2017

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| Campaign No. : | | Starting Current Limiter - UPDATE |
| 2017020021 | | |
| This is an update to the subject Recall Campaign with RETAIL HOLD ORDER for certain CLA-Class (117 platform), GLA-Class (156 platform), C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) vehicles. | | |
| Background | | |
| Issue | This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain CLA-Class (117 platform), GLA-Class (156 platform), C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) vehicles, the starting current limiter could be overloaded under certain conditions during the starting procedure. In the event the starter is blocked due to engine/transmission damage (e.g. a hydro-locked engine), a very high electric current would flow through the starting current limiter during the subsequent start attempt. <u>Should the driver attempt to start the engine repeatedly</u> despite the engine not cranking, the very high electric current draw could lead to overheating of the starting current limiter. In a worst case, surrounding components might melt, and potentially ignite, and lead to a fire. | |
| What We're Doing | MBUSA will coordinate and conduct a voluntary recall to remedy the potential for the starting current limiter to overload on affected vehicles. | |
| Parts | The affected vehicles in dealer inventory can be repaired. These vehicles are flagged in VMI as "Open". Contact your AOM for further information on these vehicles. See the Recall bulletin posted in StarTekinfo under recall campaign 2017020021. A repair kit is under development for affected retailed vehicles for an approximate July 2017 launch. Retailed vehicles are flagged in VMI as "Pending". | |
| Total Vehicles Affected | | |
| Vehicle Model Year(s) | 2015 - 2017 | |
| Vehicle Model | CLA-Class, GLA-Class, C-Class, E-Class, and GLC vehicles, including AMG43 models | |
| Vehicle Populations | | |
| Total Recall Population | 307,629 | |
| Dealer Inventory | Affected vehicles in dealer inventory are flagged as "Open". | |
| RETAIL HOLD ORDER | | |
| The Retail Hold is still in effect for any new subject vehicles in dealer inventory. Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new subject CLA-Class, GLA-Class, C-Class, E-Class, and GLC vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the repair is complete, the vehicle may be sold or leased. Loaner and demonstrator vehicles may continue to be driven but must NOT be retailed. | | |
| Next Steps/Notes | | |
| Information for Customer Inquires | <ul style="list-style-type: none"> • This is <u>not</u> a "Stop-drive" recall. • Owners may continue to drive the affected vehicles until the parts are available in July. • Everyday normal starting of the engine will not cause this condition to occur • In the event the starter is blocked due to engine/transmission damage (e.g. hydro locked engine) and the customer tries to start the engine repeatedly, the starting current limiter may overheat. • Avoid driving through standing water or significant amounts of water | |
| Owner Notification Timeline | Interim customer notification letters will be mailed in late March/early April 2017. A second letter will be mailed in July to notify the customer that the recall parts become available. | |
| AOMS/SOMS | AOMs -Please forward this notice to your dealers ASAP to ensure that the retail hold of dealer inventory vehicles is enforced until the vehicle is repaired. | |
| 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. | | |