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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: <b>Recall Campaign With Retail Hold</b> <b>2017030014MY17 Model 213 (E-Class) Crash Parameters</b>	DATE: March 31, 2017

## **IMPORTANT NEW RECALL WITH RETAIL HOLD INFORMATION**

Please see the attached document for the subject new recall campaign with retail hold.





# NEW RECALL CAMPAIGN NOTIFICATION

March 31, 2017

<b>Campaign No. :</b>	<h2>Update Crash Parameters</h2>
<b>TBD</b>	
<p>This is to notify you of a Recall Campaign with Retail Hold to update the airbag control unit on 65 E-Class (213) vehicles. Please review the recall information below. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI on Monday April 3, 2017.</p>	
<b>Background</b>	
<b>Issue</b>	Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform) in the US, the parameter setting for the airbag control unit might prevent the vehicles from being in compliance with Federal Motor Vehicle Safety Standard (FMVSS) number 208 (Occupant Crash Protection).
<b>What We're Doing</b>	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the airbag control unit on the affected vehicles. Expected recall launch is early April 2017.
<b>Parts</b>	No parts required, repair is software-based.
<b>Vehicles Affected</b>	
<b>Vehicle Model Year(s)</b>	2017
<b>Vehicle Model</b>	E-Class
<b>Vehicle Populations</b>	
<b>Total Recall Population</b>	65
<b>Total Vehicles in Dealer Inventory</b>	10
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 E-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "PENDING". Once the software update is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased. See attached VIN file.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p>	
<b>Next Steps/Notes</b>	
<b>Customer Notification Timeline</b>	Customer notification letters are scheduled to be mailed mid-April 2017
<b>AOMS/SOMS</b>	AOMs - If your name is copied on the email, you may have a dealer that has a vehicle affected by this recall in dealer inventory. Please forward this notice to your dealers ASAP to ensure affected new vehicles are repaired prior to retail.
<p>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.</p>	