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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: New Recall Campaign MY 2008-2016 Various Models SCN Coding	DATE: March 31, 2017

IMPORTANT NEW RECALL CAMPAIGN INFORMATION

Please see the attached document for the subject new recall campaign.





NEW RECALL CAMPAIGN NOTIFICATION

March 31, 2017

Campaign No. :	<h2>SCN Coding</h2>
TBD	
<p>This is to notify you of a NEW Recall Campaign to update the SCN Coding on 62 Various Model vehicles. Please review the recall information below. The recall campaign will visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as “PENDING” in VMI on Monday April 3, 2017.</p>	
Background	
Issue	Daimler AG (‘DAG’), the manufacturer of Mercedes-Benz vehicles, has determined that certain vehicles that received a control unit coding update while at an authorized Mercedes-Benz Dealership between December 3, 2016 and December 5, 2016, might not function as intended. Depending on which vehicle control unit was improperly coded, the potential malfunctions as well as their influences on the vehicle operation are not fully known, but may include the deployment of an incorrect airbag during a crash, seatbelt recognition status, engine control unit with an incorrect maximum speed limit setting, among others, and may increase the risk of injury during a crash.
What We’re Doing	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the SCN coding on the affected vehicles. The expected launch date is early April.
Parts	No parts required, repair is software-based.
Vehicles Affected	
Vehicle Model Year(s)	2008-2016
Vehicle Model(s)	C-Class, CLA-Class, CLS-Class, E-Class, G-Class, GLC-Class, GLE-Class, GLK-Class, GT-Class M-Class, S-Class, SL-Class
Vehicle Populations	
Total Recall Population	62
Total Vehicles in Dealer Inventory	5
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new or used Mercedes-Benz 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.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p>	
Next Steps/Notes	
Customer Notification Timeline	Customer notification letters are scheduled to be mailed in mid-April 2017
AOMS/SOMS	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>	