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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 2017030015 MY 2006-2016 Various Models Update SCN Coding	DATE: April 14, 2017

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION

Please see the attached document for launch information for the subject recall campaign.

Affected Models
C (204/205)
CLA
CLS
E (212)
G
GL
GLC
GLE
GLK
GLS
GT
M (166)
S (222)
SL





RECALL CAMPAIGN LAUNCH NOTIFICATION

April 14, 2017

Campaign No. :	Campaign Desc. :	<h2>Update SCN Coding</h2>
2017030015	SCN CODE CNTRL UNIT	
<p>This is to notify you of the Recall LAUNCH to update the SCN Coding on 62 Various Model vehicles. Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "OPEN" in VMI on Friday April 14, 2017. Dealers were previously notified of this recall via NCU on March 31, 2017.</p>		
Background		
Issue	<p>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, among other things, the deployment of an incorrect airbag during a crash, incorrect seatbelt recognition status, and an engine control unit with an incorrect maximum speed limit setting, which may increase the risk of injury during a crash.</p>	
What We're Doing	<p>MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the SCN coding on the affected vehicles.</p>	
Parts	<p>No parts required, repair is software-based. The flash is available and verified.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2006-2016	
Vehicle Model	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	4	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. The vehicles will be flagged as "OPEN" and Work Instructions are 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 April 21, 2017	
AOMS/SOMS	<p>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>	
<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>		



Mercedes-Benz

Campaign No. 2017030015, April 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 117, 164, 166, 190, 204, 205, 207, 211, 212, 218, 221, 222, 231, 253, and 463**
Model Years 2006 - 2016
Perform SCN Coding in Various Control Modules as per DAS/Xentry

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that certain vehicles that received a control module coding update while at an authorized Mercedes-Benz Dealership between December 3, 2006 and December 5, 2016, might not function as intended. Depending on which vehicle control module 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, incorrect seatbelt recognition status, engine control module with an incorrect maximum speed limit setting, among others, and may increase the risk of injury during a crash. An authorized Mercedes-Benz dealer will update the affected control modules on the affected vehicles.

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 62 vehicles are involved.

Order No. S-RC-2017030015

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 03-04/17 with add-on 7101 and 7136 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, create an XSF ticket and it send to the 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. Select the corresponding vehicle via XENTRY.

Note:

- With **XENTRY**, switch to menu item **Special functions: Necessary coding measures**.
 - With **DAS**, select "**Check for necessary coding measures**".
It is possible that several SCN codings must be performed.
2. Perform SCN coding in control module:
- Control units view ➡ Adaptations ➡ Control unit update ➡ SCN coding.
 - Perform SCN coding with XENTRY DIAGNOSTICS/DAS on the control modules listed.

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)
Perform SCN coding(s) in affected control module(s) (02-9446) *

Damage Code	Operation Number	Labor Time (hrs.)
54 989 49 8	02-5058	0.1
	02-4762	0.1
	02-9446	0.1

*This operation number can be claimed as required.

Note

Operation Number labor times are subject to change