



MERCEDES-BENZ USA, LLC  
303 Perimeter Center North, Suite 202  
Atlanta, GA, 30346  
Phone: (770) 705-0600  
Fax: (770) 705-0117  
MBUSA.com

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>New Recall Campaign with Retail Hold MY17 2 13 (E-Class) Update Instrument Cluster Software</b>	DATE: April 26, 2017

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

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





# NEW RECALL CAMPAIGN NOTIFICATION

April 26, 2017

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Instrument Cluster Software</b>
<b>TBD</b>	<b>TBD</b>	
<p>This is to notify you of a new Recall Campaign to update the instrument cluster software on <b>15</b> Model Year 2017, Model 213 platform vehicles (E-Class). Please review the recall information below. The recall campaign will 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 April 28, 2017.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform) equipped with a widescreen instrument cluster, the software version might not correspond to programming specifications. This might lead to an internal communication fault resulting in the cluster not displaying any content upon vehicle start, or in very unlikely cases, a display reset may occur for a maximum of 3 seconds while driving. Should the driver set the vehicle in motion without the screen showing any content, legally required display of the vehicle speed or different control lights would not be warranted. While driving, the vehicle speed or different control lights would also not be displayed during a reset of maximum 3 seconds. This could increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the instrument cluster software on the affected vehicles.</p>	
<b>Parts</b>	<p>Parts are not required. Repair is software-based. An update will be communicated when software is available.</p>	
<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>	15	
<b>Total Vehicles in Dealer Inventory</b>	1	
<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 parts are 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.</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 in May 2017.	
<b>AOMS/SOMS</b>	AOMs – Recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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>		