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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 MY16-17 Model 172 (SLK/SLC-Class) Update ESP Software	DATE: May 19, 2017

IMPORTANT NEW RECALL INFORMATION

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





NEW RECALL CAMPAIGN NOTIFICATION

May 19, 2017

Campaign No. :	Campaign Desc. :	<h2>ESP Software Update</h2>
TBD	TBD	
<p>This is to notify you of a new Recall Campaign to update the ESP software on 5,818 Model Year 2016 – 2017, Model 172 platform vehicles (SLK/SLC). Please review the recall information below. The recall campaign will visible on the www.safercar.gov website and may generate questions from customers. The VINs are not yet flagged in VMI and we anticipate to launch the recall on Friday, May 26, 2017.</p>		
Background		
Issue	<p>Daimler AG ("DAG"), the manufacturer of Mercedes-Benz passenger vehicles, has become aware that certain SLK/SLC-Class vehicles may have incorrect Electronic Stability Program (ESP) software installed. Under very specific conditions in which a driver assist system (e.g. adaptive cruise control) initiates automatic braking and aborts again during the early stage of brake pressure increase, the braking system could continue applying minimal pressure, resulting in the brake pad contacting the rotor and heating up when driving is continued. If the driver actuates the brake pedal thereafter, the brake system again operates as intended. Such brake pad application over longer periods of driving could lead to brake fluid heating in the brake caliper, resulting in higher pressure in the brake system. This could increase vehicle driving resistance, and the risk of a crash. In addition, braking performance may degrade over time, increasing the risk of a crash, and heat generated at low driving speeds may increase the risk of a fire.</p>	
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will program the engine control unit with new software.</p>	
Parts	<p>The software will be available for a recall launch on Friday, May 26, 2017.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	SLK/SLC	
Vehicle Populations		
Total Recall Population	5,818	
Total Vehicles in Dealer Inventory	539	
<p style="text-align: center;">Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 SLK/SLC vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the software is available on Friday, May 26, 2017, 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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. Additionally, Given this notice, it is a violation of Federal Law for car rental companies to rent new MY16-17 SLK/SLC vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters are scheduled to be mailed on June 2, 2017.	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<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>		