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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 Launch 2017050028</b> <b>MY 15-17 Model 172 (SLK/SLC-Class)</b> <b>Update ESP Software</b>	DATE: May 26, 2017

## **IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION**

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





# RECALL CAMPAIGN LAUNCH NOTIFICATION

May 26, 2017

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<h2>ESP Software Update</h2>
<b>2017050028</b>	<b>1704P54A99</b>	
<p>This is to notify you of the <b>Recall Campaign LAUNCH</b> to update the ESP software on <b>5,850</b> Model Year 2015 – 2017, Model 172 platform vehicles (SLK/SLC). 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. The VINs will be flagged in VMI on Saturday, May 27, 2017.</p>		
<b>Background</b>		
<b>Issue</b>	<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>	
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will program the engine control unit with new software.</p>	
<b>Parts</b>	<p>No parts are required; repair is software-based. The software is available on Friday, May 26, 2017.</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2015-2017	
<b>Vehicle Model</b>	SLK/SLC	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	5,850	
<b>Total Vehicles in Dealer Inventory</b>	446	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY15-17 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.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY15-17 SLK/SLC vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer notification letters are scheduled to be mailed on June 2, 2017.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA Strategic Account Manager 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>		



Mercedes-Benz

Campaign No. 2017050028, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 172, Model Years 2015 - 2017**  
**Update ESP Control Module Software**

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.

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 5850 vehicles are involved.

Order No. P-RC-2017050028

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 6998 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, contact 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. Update ESP control unit software: Control units view  Chassis  ESP Electronic Stability Program  Adaptations  Control unit update  Update of control unit software.
  2. Follow on-screen instructions.

## Warranty Information

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**Operation:** Connect/disconnect battery charger (02-5058)  
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
 Update ESP control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 990 41 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

### Note

Operation Number labor times are subject to change