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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 Notification MY16-17 Model 292 (GLE Coupe Class) MY16 Model 166 (GLE-Class)	DATE: September 8, 2017

IMPORTANT RECALL CAMPAIGN INFORMATION LAUNCH

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





RECALL CAMPAIGN LAUNCH NOTIFICATION

September 8, 2017

Campaign No. :	Campaign Desc. :	ECU Software Update
2017090005	1708P54C06	
<p>This is to notify you of the Recall Campaign launch to update the ECU software on 12,322 Model Year 2016 – 2017, Model 166 and 292 platform vehicles (GLE-Class, GLE-Coupe). Please review the recall information below. The recall campaign is visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on September 8, 2017.</p>		
Background		
Issue	<p>Daimler AG (‘DAG’), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE (166 platform) and GLE coupe (292 platform) vehicles, the engine control unit software may not correspond to current specifications. This may result in an engine shut-down just before vehicle stop, e.g. braking in response to a traffic light or stop sign. In addition, if the engine is under heavy load and the driver only lightly depresses the accelerator pedal following an ECO start, the engine could also shut-down. Depending on the traffic situation, an unintentional engine shut-down could increase the risk of a crash. An authorized Mercedes-Benz dealer will update the engine ECU software on the affected vehicles.</p>	
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will program the engine and transmission control units.</p>	
Parts	<p>Parts are not required as the repair is software-based. The software is currently available; however please DO NOT submit warranty claims. A supplementary communication will be sent once warranty claims are ready to be accepted.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	GLE-Class, GLE-Coupe	
Vehicle Populations		
Total Recall Population	12,322	
Total Vehicles in Dealer Inventory	450	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 GLE-Class, GLE-Coupe vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the software 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.</p> <p>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 GLE-Class, GLE-Coupe Class 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 Sept 15, 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>		



Mercedes-Benz

Campaign No. 2017090005 September 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 166,292, Model Year 2016 - 2017**
Update Engine Control Module Software

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE (166 platform) and GLE coupe (292 platform) vehicles, the engine control unit software may not correspond to current specifications. This may result in an engine shut-down just before vehicle stop, e.g. braking in response to a traffic light or stop sign. In addition, if the engine is under heavy load and the driver only lightly depresses the accelerator pedal following an ECO start, the engine could also shut-down. Depending on the traffic situation, an unintentional engine shut-down could increase the risk of a crash. An authorized Mercedes-Benz dealer will update the engine ECU software 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 12,322 vehicles are involved.

Order No. P-RC-2017090005

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 07/2017 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 engine control module software:
Control units view ➡ Drive type ➡ ME motor electronics ➡ Adaptations ➡ Control unit update ➡ Update of control unit software.
 2. Follow on-screen instructions

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)
Update engine control module software (02-9334).

Damage Code	Operation Number	Labor Time (hrs.)
54 903 02 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

Note

Operation Number labor times are subject to change