



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: Recall Campaign Notification MY16-17 Model 292 (GLE Coupe Class) MY16 Model 166 (GLE-Class)	DATE: August 25, 2017

IMPORTANT NEW RECALL CAMPAIGN INFORMATION with RETAIL HOLD

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





NEW RECALL CAMPAIGN NOTIFICATION with RETAIL HOLD

August 25, 2017

Campaign No. :	Campaign Desc. :	<h2>ECU Software Update</h2>
TBD	1708P54C06	
<p>This is to notify you of a new Recall Campaign with retail hold 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 will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on August 25, 2017.</p>		
Background		
Issue	<p>Daimler AG ('DAG') 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, a high engine load combined with an insufficient accelerator pedal actuation could lead to an engine shutdown following an ECO start. Depending on the traffic situation, an unintentional engine shut-down could increase the risk of a crash.</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. The remedy software is currently unavailable until late September.</p>	
Parts	<p>Parts are not required as the repair is software-based. The software is currently unavailable. Additional communications will be provided once the software is available.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	GLE-Class, GLE-Coupe Class	
Vehicle Populations		
Total Recall Population	12,322	
Total Vehicles in Dealer Inventory	555	
<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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>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 in early October 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>		