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Service

newschannel update

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| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services |
| RE: Recall Campaign Launch Notification 2017110002 ESP and Chassis Control Software MY15-17 205 (C-Class) | DATE: November 10, 2017 |

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

November 10, 2017

| | | |
|--|--|---|
| Campaign No. : | Campaign Desc. : | ESP and Chassis Control Software |
| 2017110002 | 1710P54C67 | |
| <p>This is to notify you of a new Recall Campaign to update the ESP and chassis control unit software on 2085 MY 2015-2017, Model 205 (C-Class) vehicles. 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 "OPEN" on November 10, 2017.</p> | | |
| Background | | |
| Issue | Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class AMG vehicles (205 platform) high torque peaks in the powertrain might occur under extreme starting maneuvers (e.g. full throttle from a stop) on slick road surfaces in combination with repeated intermittent rear wheel spin. In certain cases, the rear axle differential mounting flange may fracture and result in vehicle stalling; depending on the traffic conditions, this may increase the risk of a crash. | |
| What We're Doing | MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the ESP and chassis control unit software on the affected vehicles. | |
| Parts | Parts are not required for repair; repair is software-based. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2015-2017 | |
| Vehicle Model | C-Class | |
| Vehicle Populations | | |
| Total Recall Population | 2085 | |
| Total Vehicles in Dealer Inventory | 5 | |
| <p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY15-17 C-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once remedy 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.</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 MY15-17 C-Class vehicles covered by this notification until the vehicle has been repaired.</p> | | |
| Next Steps/Notes | | |
| Customer Notification Timeline | Customer letters are scheduled to be mailed November 20, 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. 2017110002, November 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 205 Model Years 2015, 2016, and 2017
Update Electronic Stability Program (ESP) and Chassis Control Units**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class AMG vehicles (205 platform) high torque peaks in the powertrain might occur under extreme starting maneuvers (e.g. full throttle from a stop) on slick road surfaces in combination with repeated intermittent rear wheel spin. In certain cases, the rear axle differential mounting flange may fracture and result in vehicle stalling; depending on the traffic conditions, this may increase the risk of a crash. An authorized Mercedes-Benz dealer will update the ESP and chassis control units 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 2085 vehicles are involved.

Order No. P-RC-2017110002







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 7/17 with all associated patches 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.

 To do so, select menu item "Control units view  Chassis  ESP Electronic Stability Program  Adaptations  Control unit update  Update of control unit software".


 Then follow the user guidance in XENTRY DIAGNOSIS/DAS.


 If a more up-to-date software cannot be determined, the vehicle already has the latest software release.

2. Update software of **AMG suspension** control unit.

 The AMG suspension control unit **only** has to be additionally updated for models **205.087, 205.387**

 To do this, select menu item "Quick test view  N3/43 AMG suspension (AMG FW)  Adaptations  Control unit update  Update of control unit software".

 Then follow the user guidance in XENTRY DIAGNOSIS/DAS.

 If a more up-to-date software can not be determined, the vehicle already has the latest software release.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update ESP control unit software (02-9334)
 Update software of AMG suspension control unit (02-9334) Only for models 205.087 & 205.387

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 54 992 50 7 | 02-5058 | 0.1 |
| | 02-4762 | 0.1 |
| | 02-9334* | 0.1 |

*this operation number may only be used twice on models **205.087 & 205.387**

Note

Operation Number labor times are subject to change