



Mercedes-Benz

Mercedes-Benz USA, LLC

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Vice President

Customer Services

IMPORTANT SAFETY RECALL 2017050028

This notice applies to your vehicle,

VIN:

ESP Software Update

NHTSA Recall # 17V308

June, 2017

2017050028



Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016-17 SLK-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

Certain SLK/ SLC-Class vehicles may have incorrect Electronic Stability Program (ESP) software installed. Where 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 pressure, resulting in the brake pad contacting the rotor and heating up when driving is continued. 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.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will program the engine control unit with new software. This service will be provided free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time is approximately **30 minutes**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbusa.com/recall. **Please mention you are scheduling an appointment to will program the engine control unit with new software under Recall Campaign # 2017050028.**



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

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