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Service

newschannel update

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 2018070007 ECU Update for Reverse Gear MY17 463 (G-Class)	DATE: July 30, 2018

IMPORTANT RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

July 30, 2018

Campaign No. :	Campaign Desc. :	Update Engine ECU
2018070007	1806P54C03	
<p>This is to notify you of a new Recall Campaign to update the engine control unit (“ECU”) software on 20 MY 2017 Model 463 (G-Class) vehicles. 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 July 31, 2018.</p>		
Background		
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain G-Class AMG vehicles (463 platform), the speed limitation in reverse gear might not meet internal specifications. If during vehicle operation, the driver makes abrupt changes in steering while exceeding 16 mph while in reverse gear, the vehicle could become unstable which could lead to a vehicle rollover, increasing the risk of injury to the vehicle’s occupants.	
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the ECU software on the affected vehicles.	
Parts	Parts are not required as the remedy involves a software update. The software is available for repair.	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	G-Class	
Vehicle Populations		
Total Recall Population	20	
Total Vehicles in Dealer Inventory	0	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 G-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy 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 MY17 G-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.	
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. 2018070007, July 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **G-Class (463 platform) Model Year 2017
Update ECU – Reverse Gear Software**

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain G-Class AMG vehicles (463 platform), the speed limitation in reverse gear might not meet internal specifications. If during vehicle operation, the driver makes abrupt changes in steering while exceeding 16 mph while in reverse gear, the vehicle could become unstable which could lead to a vehicle rollover, increasing the risk of injury to the vehicle’s occupants. An authorized Mercedes-Benz dealer will update the engine control unit 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 20 vehicles are involved.

Order No. P-RC-2018070007

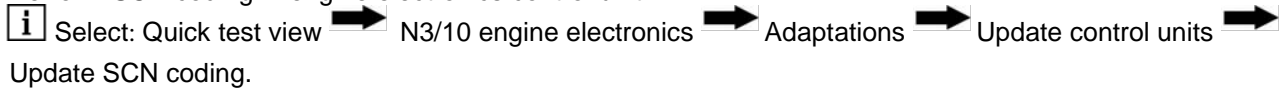
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Procedure

i Note:

- Use DAS/Xentry 07/18 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. Perform SCN coding in engine electronics control unit:



2. Follow on-screen instructions.

i Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Perform SCN coding in engine electronics control unit (02-9446)
 Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)

Damage Code	Operation Number	Labor Time (hrs.)
54 976 34 8	02-9446	0.1
	02-5058	0.1
	02-4762	0.1

i Note:

Operation Number labor times are subject to change.

i Note:

If two or more software updates or SCN operations are performed during one workshop visit, the operation items 02-4762 and 02-5058 can only be invoiced once for each workshop order.