



MERCEDES-BENZ USA, LLC
One Mercedes-Benz Dr.
Sandy Springs, GA, 30328
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: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Initial Notification Update Central Powertrain Control Unit Software MY19 Various Models	DATE: November 13, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

November 13, 2018

Campaign No. :	NHTSA ID	Campaign Desc. :	Update CPC Unit Software
TBA	18V761	PEND CPC SW	
<p>This is to notify you of a new Recall Campaign regarding the Central Powertrain Controller (“CPC”) control unit software on 119 Model Year (“MY”) 2019 C-Class (205 platform), E-Class (213 platform), E-Class Coupe (238 platform), CLS-Class (257 platform), and G-Class (463 platform) 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 “PENDING” on November 13, 2018.</p>			
Background			
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019 C-Class (205 platform), CLS-Class (257 platform), E-Class (213 platform), E-Class Coupe (238 platform), G-Class (463 platform), a reset in the Central Powertrain Controller (“CPC”) control unit could occur while driving due to a software error. This could result in various consequences. If the reset occurs during ECO Stop the engine will not restart as intended. In addition, vehicles could coast due to engine stalling. In this case the engine can be restarted while coasting. An engine stall while driving might increase the risk of a crash. An authorized Mercedes-Benz dealer will update the CPC control unit software on the affected vehicles.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.</p>		
Parts	<p>Parts are not required for the repair as the remedy is software-based. The software is currently unavailable. An additional notification will be sent once the software is available for repairs.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	C-Class, E-Class, E-Class Coupe, CLS-Class, G-Class		
Vehicle Populations			
Total Recall Population	119		
Total Vehicles in Dealer Inventory	22		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 C-Class, E-Class, E-Class Coupe, CLS-Class, or 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>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 MY19 C-Class, E-Class, E-Class Coupe, CLS-Class, or G-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	<p>Customer letters will be mailed approximately one week after the remedy becomes available.</p>		
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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>			