

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 Update Central Powertrain Control Unit Software MY19 Various Models	DATE: April 2, 2019

IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			April 2, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Central Powertrain Control Unit Software
2019030012	18V761	1810P54D10	
<p>This is to notify you of a new Recall Campaign regarding the Central Powertrain Controller (“CPC”) control unit software on 127 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 “OPEN” on April 2, 2019.</p>			
Background			
Issue	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.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the CPC control unit software on the affected vehicles.		
Parts	Parts are not required for the repair as the remedy is software-based.		
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	127		
Total Vehicles in Dealer Inventory	16		
<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	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. 2019030012, March 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model** C-Class (205 platform), CLS-Class (257 platform), E-Class (213 platform),
E-Class Coupe (238 platform), G-Class (463 platform)
Model Year 2019
CPC Software Update

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.

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 127 vehicles are involved.

Order No. P-RC-2019030012

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.





i Note:

- Use Xentry 12/18 with all associated patches or higher.
- Follow the steps exactly as described in 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.

Procedure

1. Connect XENTRY Diagnosis.

2. Update powertrain control unit (PTCU) software.

i To do this, select menu item "Quick test view  N127 powertrain control unit (PTCU)  Adaptations  Control unit update  Update control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update powertrain control unit (PTCU) software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 961 11 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

i Note

Operation Number labor times are subject to change