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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 Initial Notification Active Steering Assist Hands-off Detection MY 18 S-Class, S-Class Coupe (222, 217) | DATE: January 4, 2019 |

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

January 4, 2019

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|--|---|-------------------------|-----------------------------------|
| Campaign No. : | NHTSA ID | Campaign Desc. : | Active Steering Assist HoD |
| TBA | 18V908, 18V910 | PEND 217 222 HOD | |
| <p>This is to notify you of a new Recall Campaign regarding Active Steering Assist in 6,200 Model Year (“MY”) 2018-2019 S-Class (222 platform), and S-Class Coupe (217 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 January 4th, 2019.</p> | | | |
| Background | | | |
| Issue | Daimler AG, (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in certain S-Class and S-Class Coupe vehicles (222 and 217 platforms) equipped with Active Distance Assist DISTRONIC and Active Steering Assist, the software of the steering control unit may not meet production specifications. Additionally, in some of these vehicles, the boot for the steering column may not have been installed according to production specifications. In both cases, the Hands-off Detection (“HoD”) function of Active Steering Assist may incorrectly assume the drivers hands are on the wheel. As a result, the system would not provide any warnings for the driver to return hands to the wheel and would not ultimately bring the vehicle to a stop, which could increase the risk of a crash. | | |
| What We’re Doing | MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available. | | |
| Parts | Parts are not required for the repair. The software is currently unavailable. An additional notification will be sent once the software is available for repairs. | | |
| Vehicles Affected | | | |
| Vehicle Model Year(s) | 2018 - 2019 | | |
| Vehicle Model | S-Class, S-Class Coupe | | |
| Vehicle Populations | | | |
| Total Recall Population | 6,200 | | |
| Total Vehicles in Dealer Inventory | 138 | | |
| <p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-19 S-Class or S-Class Coupe 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 style="text-align: center;">Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18-19 S-Class or S-Class Coupe 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> | | | |