

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 ESP SW MY19 205 (C-Class)	DATE: January 18, 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			January 18, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Update ESP Software
2018120025	18V909	18P5498904	
<p>This is to notify you of a Recall Campaign launch regarding the ESP Software on 675 Model Year (“MY”) 2019 C-Class (205 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 January 18, 2019.</p>			
Background			
Issue	Daimler AG, (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 C-Class facelift vehicles (205 platform), the sleep mode functionality within the ESP-Software might not meet current production specification. Incorrect software could lead to the unavailability of certain ESP functions, increasing the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the ESP-Software.		
Parts	Parts are not required as the repair is software-based.		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	C-Class		
Vehicle Populations			
Total Recall Population	675		
Total Vehicles in Dealer Inventory	280		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 C-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 MY19 C-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. 2018120025, January 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class facelift vehicles (205 platform)**
Model Year 2019
Update Electronic Stability Program (ESP) control unit software

Daimler AG, ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 C-Class facelift vehicles (205 platform), the sleep mode functionality within the ESP-Software might not meet current production specification. Incorrect software could lead to the unavailability of certain ESP functions, increasing the risk of a crash. An authorized Mercedes-Benz dealer will update the ESP-Software.

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 675 vehicles are involved.

Order No. P-RC-2018120025

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.
- If XENTRY is already connected to the vehicle, start with operation step 2.

i If two or more software updates or SCN codings are performed during a workshop visit, the operation items **02-4762** and **02-5058** can only be invoiced once for each workshop order!

1. Connect **XENTRY/DAS**.

2. Update Electronic Stability Program (ESP) control unit software.

i To do so, select menu item "Short Test View  N30/4 - Electronic Stability Program (ESP) 
Adjustments  ECU Update  ECU Software Update”.

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 Electronic Stability Program (ESP) control unit software. (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 989 04 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

i Note

Operation Number labor times are subject to change.