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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 Launch Notification 2019040024 Update EPS SW MY18-19 S-Class, S-Class Coupe (222, 217) | DATE: April 19, 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



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| Recall Campaign Launch Notification | | | April 19, 2019 |
| Campaign No. : | NHTSA ID | Campaign Desc. : | Update EPS Software |
| 2019040024 | 18V910 | 19P5490407 | |
| <p>This is to notify you of the Recall Campaign LAUNCH regarding the Active Steering Assist Hands-off detection in 6200 Model Year (“MY”) 2018-2019 S-Class and S-Class Coupe vehicles (222 and 217 platforms). 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 19, 2019.</p> | | | |
| Background | | | |
| Issue | <p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in certain MY18-19 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. As a result, 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.</p> | | |
| What We’re Doing | <p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the steering control unit (“EPS”) software for the affected vehicles.</p> | | |
| Parts | <p>Parts are not necessary for this campaign as the remedy is software-based.</p> | | |
| Vehicles Affected | | | |
| Vehicle Model Year(s) | 2018-2019 | | |
| Vehicle Model | S-Class, S-Class Coupe | | |
| Vehicle Populations | | | |
| Total Recall Population | 6200 | | |
| Total Vehicles in Dealer Inventory | 119 | | |
| <p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-19 S-Class and S-Class Coupe vehicles in dealer inventory covered by this notification until the vehicle has been repaired. 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 MY18-19 S-Class and 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> | | | |





Mercedes-Benz

Campaign No. 2019040024, April 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class and S-Class Coupe vehicles (222 and 217 platforms)**
Model Years 2018-2019
EPS SW Update

Daimler AG, ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that in certain Model Year ("MY") 2018-2019 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. As a result, 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. An authorized Mercedes-Benz dealer will update the electronic power steering ("EPS") 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 6200 vehicles are involved.

Order No. P-RC-2019040024

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.

Work procedure

1. Connect XENTRY Diagnosis.

2. Carry out S-Class special procedure on the electrical power steering system (ES) control unit.

i To do so, select menu item "Quick test view ➡ N68 Electric power steering (ES) ➡ Adaptations ➡ Instruction procedures ➡ S-Class special procedure".

i Then follow the user guidance in XENTRY Diagnosis.

3. Delete fault memory.

4. Disconnect XENTRY Diagnosis.

Warranty Information**Software Update With Check**

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Carry out S-Class special procedure on the electrical power steering system (ES) control unit (02-2955)

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 54 904 07 8 | 02-5058 | 0.1 |
| | 02-4762 | 0.1 |
| | 02-2955 | 0.2 |

i Note

Operation Number labor times are subject to change