



Mercedes-Benz USA, LLC

**IMPORTANT SAFETY RECALL**  
**This INTERIM notice applies to your vehicle,**  
**VIN: [REDACTED]**  
**Central Powertrain Control Unit Update**  
**NHTSA Recall # 18V761**

Christian Treiber  
Vice President  
Customer Services

December, 2018



Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain 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. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the Concern?**

DAG decided that on certain MY 2019 C-Class (205 platform), CLS-Class (257 platform), E-Class (213 platform), E-Class Coupe (238 platform), and G-Class (463 platform) vehicles, 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 were to occur during ECO Stop, the engine would not restart as intended. In addition, the engine could stall while driving, which could increase the risk of a crash. In that event, the engine could be restarted.

**To remediate this issue, an authorized Mercedes-Benz dealer will update the CPC control unit software on the affected vehicles. Unfortunately, the software to remedy this is currently not yet available.**

**We are working to obtain the necessary software to correct this condition as quickly as possible. When the software becomes available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.**

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit [www.MBUSA.com/recall](http://www.MBUSA.com/recall).

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone (770) 705-0600

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER \_\_\_\_\_

NEW OWNER INFORMATION

MY NEW NAME OR ADDRESS IS:

Grid for Last Name, First Name (24 cells)

Last Name, First Name

Grid for Street (24 cells), Apt (2 cells)

Street

Apt

Grid for City (18 cells), State (2 cells), ZIP (5 cells)

City

State

ZIP

Grid for Email Address (24 cells)

Email Address

Grid for Phone (numbers only) (12 cells)

Phone (numbers only)

Grid for Mobile (numbers only) (12 cells)

Mobile (numbers only)

.....  
Date

\_\_\_\_\_  
Signature