



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.

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

