

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 Radar Control Unit SW MY19-20 Various Models	DATE: August 23, 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			August 23, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Radar Control Unit SW
2019080007	19V540	19P5490318	
<p>This is to notify you of a new Recall Campaign regarding the Active Brake Assist software on 1957 Model Year (“MY”) 2019-2020 GLE-Class (167 platform), C-Class (205 platform), E-Class/E-Class Coupe (213/238 platform), S-Class Coupe/S-Class (217/222 platform), GLC-Class (253 platform), CLS-Class (257 platform), and AMG GT-Class 4 Door (290 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 August 23, 2019.</p>			
Background			
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2020 GLE-Class (167 platform), C-Class (205 platform), E-Class/E-Class Coupe (213/238 platform), S-Class Coupe/S-Class (217/222 platform), GLC-Class (253 platform), CLS-Class (257 platform), and AMG GT-Class 4 Door (290 platform) vehicles with Driver Assistance Package, the radar control unit software might not meet current production specification. Due to the impaired signal matching of the radar sensor, autonomous partial or full braking might not function as intended. In this case, the vehicle’s Active Brake Assist feature for reducing or avoiding collisions could be impaired, increasing the risk of an injury or a crash.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the radar sensor control unit software on the affected vehicles.</p>		
Parts	<p>Parts are not required as the remedy is software-based.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019-2020		
Vehicle Model	GLE-Class, C-Class, E-Class/E-Class Coupe, S-Class Coupe/S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4 Door		
Vehicle Populations			
Total Recall Population	1957		
Total Vehicles in Dealer Inventory	417		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-20 GLE-Class, C-Class, E-Class/E-Class Coupe, S-Class Coupe/S-Class, GLC-Class, CLS-Class, or AMG GT-Class 4 Door 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 MY19-20 GLE-Class, C-Class, E-Class/E-Class Coupe, S-Class Coupe/S-Class, GLC-Class, CLS-Class, or AMG GT-Class 4 Door 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. 2019080007, August 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models Various**
Model Years 2019-2020
Updating the DISTRONIC (DTC) control unit software

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2020 GLE-Class (167 platform), A-Class (177 platform), C-Class (205 platform), E-Class/E-Class Coupe (213/238 platform), S-Class Coupe/S-Class (217/222 platform), B-Class (247 platform), GLC-Class (253 platform), CLS-Class (257 platform), and AMG GT-Class 4 Door (290 platform) vehicles with Driver Assistance Package, the radar control unit software might not meet current production specification. Due to the impaired signal matching of the radar sensor, the autonomous partial or full braking might not function as intended. In this case the vehicle's Active Brake Assist feature for reducing or avoiding collisions would be impaired, increasing the risk of an injury or a crash. As a precautionary measure, an authorized Mercedes-Benz dealer will update the radar sensor control unit 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. Always Check VMI for any open campaigns, and perform accordingly.
- 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 **1,963** vehicles are involved.

Order No. P-RC-2019080007





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 DAS/Xentry 07/19 with all associated patches or higher.
 - Follow the steps exactly as described in DAS/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. Update software control unit DISTRONIC (DTR).
 - i** Select the menu item "Short Test View  B92/12-DISTRONIC (DTR)  Adjustments  Control Unit Update  Control Unit 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 software control unit DISTRONIC (DTR)(02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 903 18 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

i **Note :** Operation labor times are subject to change