

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: <b>Recall Campaign Initial Notification</b> <b>Impaired Active Brake Assist</b> <b>MY19-20 Various Models</b>	DATE: July 26, 2019

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Impaired Active Brake Assist</b>
TBA	19V540	<b>PEND ACTV BR ASST</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the Active Brake Assist software on <b>1957</b> 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 <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on July 26, 2019.</p>			
<b>Background</b>			
<b>Issue</b>	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.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the radar sensor control unit software on the affected vehicles.		
<b>Parts</b>	<b>A remedy is not yet available. An additional notification will be sent once a remedy is available.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019-2020		
<b>Vehicle Model</b>	GLE-Class, C-Class, E-Class/E-Class Coupe, S-Class Coupe/S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4 Door		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	1957		
<b>Total Vehicles in Dealer Inventory</b>	465		
<p><b>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>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</u> 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.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>car rental companies</u> 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.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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>			

