

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 Initial Notification**

ESP Software

MY 19-20 205, 253, 290 (C-Class, GLC-Class, GT-Class)

Date: July 13, 2020

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



Campaign No. :	NHTSA ID	Campaign Desc. :	ESP Software
TBD	20V395	20P2197270	
<p>This is to notify you of a new Recall Campaign regarding ESP software on 5,039 Model Year ("MY") 2019-2020 205, 253, 290 (C-Class, GLC-Class, GT-Class) 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 "PENDING" on July 13, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG, ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2020 C-Class, GLC-Class, and GT (205, 253, and 290 platform) AMG vehicles, the Electronic Stability Program ("ESP") control unit software might not meet specifications. The ESP system might not be adapted to the brake type installed. Furthermore, in the event of a potential yaw rate sensor drift or a failure of the brake negative pressure supply, the ESP system might not react as intended. This might lead to an ESP intervention that does not correspond to the driving situation which could increase the risk of a crash.</p>		
What We're Doing	An authorized Mercedes-Benz dealer will update the ESP software on the affected vehicles.		
Parts	<p>The current remedy is not available at this time. An additional notification will be sent once the remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019-2020		
Vehicle Model	C-Class, GLC-Class, GT-Class		
Vehicle Populations			
Total Recall Population	5039		
Total Vehicles in Dealer Inventory	283		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-20 C-Class, GLC-Class, GT-Class 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>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</p>			
<p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19-20 C-Class, GLC-Class, GT-Class 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 recall is launched.		
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>			

