

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 Update Control Unit Configuration MY07-14 SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class (171 204 207 209 230 and 463 platform)	DATE: March 25, 2022

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



Recall Campaign Initial Notification			March 25, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Control Unit Configuration
TBA	22V168	22P2197492	
<p>This is to notify you of a new Recall Campaign to update the control unit configuration on 22 Model Year (“MY”) 2007-2014 SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class (171 204 207 209 230 and 463 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 "PENDING" on March 25, 2022.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that during a workshop visit of certain Model Year (“MY”) 2007-2014 SLK-Class (171 platform), C-Class (204 platform), E-Class Coupe/Convertible (207 platform), CLK-Class (209 platform), SL-Class (230 platform) and G-Class (463 platform) vehicles, configurations were written into one or more control units that might not meet current production specifications. In this case, installation of incorrect configurations could cause one or various control units to malfunction, which could potentially increase the risk of a crash and/or exhaust emissions depending on the control unit affected.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the configuration of the affected control units on the vehicles.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2007-2014		
Vehicle Model	SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class		
Vehicle Populations			
Total Recall Population	22		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY07-14 SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-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 Xentry. 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 MY07-14 SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed 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>			

