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Service

# newschannel update

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**  
**ESP Software Update**  
**2017110012 MY16-17 463 (G-Class)**

DATE: November 29, 2017

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION





# RECALL CAMPAIGN LAUNCH NOTIFICATION

November 29, 2017

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>ESP Software Update</b>
<b>2017110012</b>	<b>1710P54C95</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> to update the ESP Control Unit software on <b>8043</b> MY 2016-2017, Model 463 (G-Class) vehicles. Please review the recall information below. 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 "OPEN" on November 29, 2017.</p>		
<b>Background</b>		
<b>Issue</b>	On certain MY 2016-2018 G-Class vehicles with DISTRONIC PLUS, the Electronic Stability Program ("ESP") software may malfunction under certain conditions, which could disrupt communication between the DISTRONIC PLUS and ESP functions while DISTRONIC PLUS is active. As a result, engine torque could be incorrectly maintained, increasing the required braking demand and stopping distance for the vehicle, thus increasing the risk of a crash.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the ESP control unit software on the affected vehicles. <b>Remedy parts are not necessary; repair is software-based.</b>	
<b>Parts</b>	<b>Parts are not required, repair is software-based.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016, 2017	
<b>Vehicle Model</b>	G-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	8043	
<b>Total Vehicles in Dealer Inventory</b>	246	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 G-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. 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><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 a violation of Federal Law for car rental companies to rent new MY16-17 G-Class 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 are scheduled to be mailed December 6, 2017.	
<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>		



Mercedes-Benz

Campaign No. 2017110012, November 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 463, Model Years 2016 and 2017  
Update ESP Software**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY16 and M17 G-Class vehicles (463 platform) with DISTRONIC PLUS, the Electronic Stability Program ("ESP") software may malfunction under certain conditions, which could lead to a communication problem between the DISTRONIC PLUS and ESP functions while DISTRONIC PLUS is active. As a result, engine torque could be incorrectly maintained, increasing the required braking demand and stopping distance for the vehicle, thus increasing the risk of a crash. An authorized Mercedes-Benz dealer will update the ESP 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.
- 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 8029 vehicles are involved.

Order No. P-RC-2017110012

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.

## Procedure

### Note:

- Use DAS/Xentry BD/DVD (07/2017) + **add-on 8646** or BD/DVD (09/2017) + **add-on 8644** or BD/DVD (12/2017) + **add-on 8645** or 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.
1. 2. Update ESP control unit software: Control units view  Chassis  ESP Electronic Stability Program  Adaptations  Control unit update  Update of control unit software.
  2. Follow on-screen instructions.

### Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

## Warranty Information

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Update ESP control unit software (02-9334).

Damage Code	Operation Number	Labor Time (hrs.)
54 993 35 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

### Note

Operation Number labor times are subject to change