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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: <b>Recall Campaign Initial Notification</b> <b>Update ESP SW</b> <b>MY19 205 (C-Class)</b>	DATE: January 4, 2019

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION





# RECALL CAMPAIGN INITIAL NOTIFICATION

January 4, 2019

<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Update ESP Software</b>
TBA	18V909	<b>PEND ESP SW</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the ESP Software on <b>675</b> Model Year (“MY”) 2019 C-Class (205 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 January 4, 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 C-Class facelift vehicles (205 platform) the sleep mode functionality within the ESP-Software might not meet current production specification. An authorized Mercedes-Benz dealer will update the ESP-Software.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. <b>An additional notification will be sent when the remedy is available.</b>		
<b>Parts</b>	<b>Parts are not required as the repair is software-based. An additional notification will be sent once the software are available for repairs.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019		
<b>Vehicle Model</b>	C-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	675		
<b>Total Vehicles in Dealer Inventory</b>	259		
<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 C-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</u> 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 C-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 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>			