

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

MY19-20 205, 253, 290 (C-Class, GLC-Class, GT-Class)

Date: August 21, 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 Update
2020080016	20V395	20P5490422	
<p>This is to notify you of a Recall Campaign launch regarding ESP software on 5,039 Model Year ("MY") 2019-2020 C-Class, GLC-Class and GT-Class (205, 253 and 290 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 "OPEN" on August 21, 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	Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.		
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	252		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY 19-20 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 MY 19-20 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 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>			





Mercedes-Benz

Campaign No. 2020080016, August 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, GLC-Class, and GT (205, 253, and 290 platform)**
Model Year 2019-2020
Update ESP control unit software

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.

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- 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 5,039 vehicles are involved.

Order No. P-RC-2020080016

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.

i Note:

- Use Xentry 6/20 with all associated patches or higher.
- Follow the steps exactly as described in 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 via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Procedure

1. Connect XENTRY Diagnosis.
2. Update N30/4- Electronic Stability Program (ESP) software.

i To do this, select menu item "Quick test view ➡ **N30/4- Electronic Stability Program (ESP)** ➡ Adaptations ➡ Control unit update ➡ Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update N30/4- Electronic Stability Program (ESP) software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 904 22 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

* Operation item may be invoiced only once for each workshop order

i Note

Operation Number labor times are subject to change