

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: Emission Recall Campaign Initial Notification Update Engine Control Software MY15-18 C/GT/G-Class (205/190/463 Platforms)	DATE: November 19, 2020

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 Launch Notification			November 19, 2020
Campaign No. :	CA DMV. :	Campaign Desc. :	Update Engine Control Software
2020070001	200701	19P5490316	
<p>This is to notify you of a recent inadvertent mailing to vehicle owners advising of an Emission Recall Campaign LAUNCH notification concerning the engine control software in 4,724 Model Year (“MY”) 2015-2018 C/GT/G-Class vehicles (205/190/463 platforms). Unfortunately, the mailing was sent in error, as this recall campaign is not expected to launch until February 2021. Please inform customers in the event you are contacted. We regret the inconvenience and will provide a campaign status update when available. Affected VINs will be flagged in VMI as “PENDING” on November 19, 2020.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C/GT/G-Class vehicles (205/190/463 platforms), the engine control unit software may not meet current specifications. Upon vehicle start-up, the catalytic converter may not achieve proper operating temperatures due to decreased engine idle speed.		
What We’re Doing	MBUSA will conduct a voluntary Emission Recall Campaign beginning February 2021 , in which an authorized Mercedes-Benz dealer will update the engine control software in the affected vehicles.		
Parts	A remedy is currently not available.		
Vehicles Affected			
Vehicle Model Year(s)	2015-2018		
Vehicle Model	C / GT / G-Class		
Vehicle Populations			
Total Recall Population	4,724		
Next Steps/Notes			
Customer Notification Timeline	A customer notification was inadvertently mailed on November 13, 2020.		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<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>			

