



MERCEDES-BENZ USA, LLC
 303 Perimeter Center North, Suite 202
 Atlanta, GA, 30346
 Phone: (770) 705-0600
 Fax: (770) 705-0117
 MBUSA.com



Service

newschannel update

TO: : Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2015 120006 Model 205 (C-Class), Model Year 2015 Update Electric Power Steering System Control Unit Software	DATE: January 7, 2016

IMPORTANT NEW RECALL INFORMATION

This Recall Campaign is being launched today and the 28,452 affected vehicles will be flagged in VMI. Additionally, this recall will be posted to the NHTSA website today and may generate questions from your customers.

Parts: No parts are required as this is a software update. Software update rate is 100%.

Owner Notification: Owner notifications will be mailed on January 15, 2016.

What Should Customers Do: Customers may continue to drive their vehicles until the recall is completed.

What's the Issue:

This Recall campaign has been initiated because Daimler AG has determined that on certain Model Year 2015 C-Class 4Matic vehicles, an error in the electric power steering control unit software could result in a deactivation of the electric power steering assist. If this occurs, the driver is able to continue to steer the vehicle, but an increased steering effort might be required, and depending on the driving situation, could increase the risk of a crash.

What We're Doing:

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to remedy the issue described and an authorized Mercedes-Benz dealer will update the power steering control module software. The recall bulletin will be posted on STAR TekInfo.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new Model Year 2015 C-Class covered by this notification in dealer inventory until the vehicle has been repaired.

Dealers are advised to check new vehicle inventory for recall campaign applicability via VMI, and repair immediately. Once the repair is complete, the vehicle may be sold or leased.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

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 (1-800-367-6372).





Mercedes-Benz

Campaign No. 2015120006, January 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 205 (C-Class), Model Year 2015**
Update Electric Power Steering System Control Module Software

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on the affected vehicles, the electric power steering software does not correspond to current specifications. This could lead to a deactivation of the electric power steering assistance. To remedy this situation, an authorized Mercedes-Benz dealer will update the electric power steering control module software.

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 28,442 vehicles are involved.

Order No. P-RC-2015120006

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 12/2015-01-02/2016 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. Update electrical power steering control module software: Control units  Electric power steering (N68)  Control unit adaptations  Control unit programming
 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 electrical power steering control module software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
46 941 31 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

Note

Operation Number labor times are subject to change