

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 100005 with Stop-Sale Order – Powertrain Gateway Software. Model 242 (B-Class Electric) Model Years 2014-2015	DATE: October 20, 2015

IMPORTANT RECALL INFORMATION AND STOP SALE ORDER

Effective immediately, a stop sale is required for Model Years 2014-2015 B-Class Electric vehicles identified in the attached VIN file and in VMI as a “Pending” Recall.

The affected new vehicles that are in dealer inventory must be held, and not retailed, until further instructions are provided. Loaner and demonstrator vehicles may continue to be driven but must not be retailed!

What’s the Issue:

Daimler AG (DAG) has decided that on approximately 2,618 Model Years 2014-2015 B-Class Electric vehicles the powertrain gateway control unit might send an incorrect signal for a very short duration regarding the status of the high voltage contactor. Should this occur, the vehicle would react to this signal by immediately powering down the electric powertrain unit. As a consequence, the propulsion power would be lost, temporarily immobilizing the vehicle. In such an event, the vehicle can be restarted using the ignition key.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new Model Years 2014-2015 B-Class Electric vehicle covered by this notification in dealer inventory until the vehicle has been repaired. See attached VIN file.

What We’re Doing:

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted by an authorized Mercedes-Benz dealer to update the gateway software on the affected vehicles. MBUSA notified the NHTSA on October 9, 2015 of this new recall, which may generate questions from your customers.

Next Steps:

- There are no parts needed. This recall is scheduled to launch in late November 2015 once the software becomes available.
- Customer letter notifications will be mailed approximately one week after the recall launch.

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).