

Recall Detail

Ref No	10001188
Manufacturer	Mercedes-Benz AG
Vehicle Class	Passenger car
Model/Type	E-Class/ 213; E-Class Convertible/ 238; GLC/ 253 with M264 engine
Dealer (phone no)	Chai Wan Service Centre: 2895 7323 Hung Hom Service Centre: 2363 9396 Yuen Long Service Centre: 2473 3171
Subject	Ignition failure detection (5496438)
Progress	Running
Affected Vehicle Identification Number (VIN)	<p>Regarding the chassis number of vehicle affected by this campaign, please refer to EITHER (1) or (2):</p> <p>(1) If vehicle was bought from Zung Fu or ever repaired under warranty in Zung Fu Service Centre, please see below the list of chassis numbers of identified and remaining vehicles.</p> <p>(2) If vehicle was not bought from Zung Fu and never repaired under warranty in Zung Fu Service Centre, and the vehicle production date fell into that specified in "Build date", please contact Zung Fu Service Centres at above mentioned telephone numbers, or Customer Service hotline (Tel: 2504 6140) to clarify whether your vehicle is affected by this recall.</p>
Description of Defect, how it came to light, and possible consequences if ignored.	As part of this constant monitoring, we have found that the software of the engine control unit in certain vehicles unfortunately might not meet the specifications. In this case, when exiting the sailing mode the fuel injection might be deactivated and the vehicle might lose its propulsion without prior warning. As a result, this might increase the risk of a crash.
Remedial Action	As a precautionary measure, we will update the software of the engine control unit on the affected vehicles.
Build Dates	10/08/2021 – 07/03/2023
Launch Date	19/11/2024
Tentative Date of Recall Completion	31/12/2025

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