

Part 573 Safety Recall Report

20V-046

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : MAR 16, 2020

NHTSA Recall No. : 20V-046

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : 13470 International Parkway
Jacksonville FL 32218

Company phone : 1-877-496-3691

Population :

Number of potentially involved : 22

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes-Benz A220

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 177.144 3G4E 12 Vehicles The recall population was determined through production records. Vehicles outside of the recall population have a rearview camera with software that operates within current production specifications.

Production Dates : SEP 24, 2018 - OCT 12, 2019

VIN Range 1 : Begin : WDD3G4EB1KW000492 End : WDD3G4EBXKW000930 Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz A220 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 177.145 3G4F 10 Vehicles
The recall population was determined through production records. Vehicles outside of the recall population have a rearview camera with software that operates within current production specifications.

Production Dates : SEP 24, 2018 - OCT 12, 2019

VIN Range 1 : Begin : WDD3G4FB0KW000790 End : WDD3G4FBXKW000893 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019A-Class (177 platform) vehicles, the installed software of the review camera might not meet current production specifications. As a result, the response time of the rearview camera image might not meet requirements of FMVSS 111, S5.5.3 under certain operating conditions.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

Description of the Safety Risk : If the central display unit is manually turned off prior to switching the vehicle ignition off, and the ignition is subsequently restarted and the gear selector shifted into the reverse gear within 25 seconds after opening the driver’s door, there could be a delay in the display of the rearview image on the central display.

In this case, the response time of the rearview camera image might not comply with FMVSS 111.

Additionally, the delay in the rearview image display might hinder the driver’s ability to identify potential hazards in the rear of the vehicle, increasing the risk of a crash.

Description of the Cause : Due to a deviation in the development process, the response time of the rearview camera image might not meet specifications under certain operating conditions.

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In Aug 2018, MBAG began to review the performance of its backup camera software following a specific information regarding MB Van vehicles. The internal review indicated that this issue might also affect Mercedes-Benz passenger cars. It was found that the response time of the rearview camera might be delayed under certain conditions.

An update of the rearview camera software was developed and integrated into production in Oct 2018. The affected vehicles were found to be located at production facilities or vehicle preparation centers and were marked to be reworked.

A MBAG taskforce team, which was set up in summer 2019, conducted a review of open plant actions in October 2019. During the course of that review, the aftersales department was made aware that certain vehicles with this issue might not have been reworked as intended and have been released into the field. MBAG also considered the applicability of the specific operating scenario leading to the issue in light of the requirements of FMVSS 111. In parallel, the range of potentially affected vehicles was determined. It was found that 22 vehicles were sold to the US market.

On January 17, 2020, MBAG decided to conduct a recall of potentially affected vehicles. MBAG is not aware of any reports or complaints potentially related to a delay in the backup camera response time.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer, will update the software of the rearview camera on the affected vehicles.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Vehicles equipped with rearview camera software with correct response time of rearview camera.

Software Number: Software HU6 (SFM 2573), Part No: A1679048900

Identify How/When Recall Condition was Corrected in Production : A change in the software for rearview camera ensures that this issue can no longer occur from Oct 2018 onwards. The recall population includes vehicles built prior to this clean point but which were inspected later and which MBAG's investigation has found may have reached consumers.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on February 3, 2020. Owners will be notified of the voluntary recall campaign via interim customer letter on March 13, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : FEB 03, 2020 - NR

Planned Owner Notification Date : MAR 13, 2020 - NR

* NR - Not Reported