Part 573 Safety Recall Report 20V-449

Manufacturer Name : Mercedes-Benz USA, LLC.
Submission Date : AUG 28, 2020
NHTSA Recall No. : 20V-449
Manufacturer Recall No. : 2020080015

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 : 56
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes-Benz C300
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS
Descriptive Information : Mercedes-Benz 2019 C300 8 Vehicles.
The recall population was determined through potentially affected software versions.
Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates : MAR 29, 2016 - JUN 05, 2019
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz C300
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS
Descriptive Information : Mercedes-Benz 2019 C300 11 Vehicles.
The recall population was determined through potentially affected software versions.
Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates : MAR 29, 2016 - JUN 05, 2019
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 : 2019-2019 Mercedes-Benz CLS450
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS
Descriptive Information : Mercedes-Benz 2019 CLS450 1 Vehicle.
The recall population was determined through potentially affected software versions. Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates : MAR 29, 2016 - JUN 05, 2019
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 4 : 2017-2019 Mercedes-Benz E300
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS
Descriptive Information : Mercedes-Benz 2017-2019 E300 21 Vehicles.
The recall population was determined through potentially affected software versions. Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates : MAR 29, 2016 - JUN 05, 2019
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 5 : 2018-2018 Mercedes-Benz E400
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS
Descriptive Information : Mercedes-Benz 2018 E400 1 Vehicle.
The recall population was determined through potentially affected software versions. Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates : MAR 29, 2016 - JUN 05, 2020
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 6 : 2018-2018 Mercedes-Benz E400
Vehicle Type : LIGHT VEHICLES
Body Style : STATIONWAGON
Power Train : GAS
Descriptive Information : Mercedes-Benz 2018 E400 1 Vehicle.
The recall population was determined through potentially affected software versions. Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates : MAR 29, 2016 - JUN 05, 2019
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 7 :	2019-2019 Mercedes-Benz E450
Vehicle Type :	LIGHT VEHICLES
Body Style :	2-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2019 E450 3 Vehicles. The recall population was determined through potentially affected software versions. Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates :	MAR 29, 2016 - JUN 05, 2019
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 8 :	2019-2019 Mercedes-Benz S450
Vehicle Type :	LIGHT VEHICLES
Body Style :	4-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2019 S450 3 Vehicles The recall population was determined through potentially affected software versions. Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates :	MAR 29, 2016 - JUN 05, 2019
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 9 :	2018-2019 Mercedes-Benz S560
Vehicle Type :	LIGHT VEHICLES
Body Style :	4-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2018-2019 S560 7 Vehicles. The recall population was determined through potentially affected software versions. Vehicles outside of the recall population have the Software Calibration Number (SCN) -Coding of the instrument cluster, which meets current production specifications.
Production Dates :	MAR 29, 2016 - JUN 05, 2019
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2017-2019 C-Class (205 platform), E-Class (213 platform), S-Class (222 platform), E-Class Coupe/ Convertible (238 platform) and CLS-Class (257 platform) vehicles the seat belt warning system does not meet the current production specifications after a replacement of the instrument cluster.
FMVSS 1 :	NR

FMVSS 2 :	NR
Description of the Safety Risk :	If the driver or passenger seat belt is not fastened , the seat belt warning would not warn the driver as intended by means of a blinking warning lamp in the instrument cluster and an audible warning tone, but instead only with a permanently activated warning lamp. Thus, the driver would not receive the full scope of intended warnings in the event of an unfastened seatbelt. An unfastened seatbelt increases the risk of injury in the event of a crash.
Description of the Cause :	Due to an error during the modification of software versions for the instrument cluster, a seat belt warning scenario, which differs from the specification, was activated on the affected vehicles during the replacement of the instrument cluster.
Identification of Any Warning that can Occur :	The customer may be made aware of the issue by the absence of the blinking warning lamp and the audible warning tone if the vehicle is driven without the seat belt fastened.

Involved Components :

Component Name 1 :	Software Calibration Number (SCN) - Coding
Component Description :	Update (SCN) -Coding
Component Part Number :	NR

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

In January 2020, MBAG launched initial investigations based on field reports describing instances of incorrect seat belt warning operation after replacement of the instrument cluster.
In the course of the analysis it was determined that an error occurred during the modification of seat belt warning scenarios in the central software database for the series production. In the course of an instrument cluster replacement in a workshop, software from this central database is used for the individual configuration of the instrument cluster in the vehicle. This led to the activation of an incorrect seat belt warning scenario

during replacement of the instrument cluster on the affected vehicles.
Between March and May 2020, the vehicles potentially affected from this issue were identified by analyzing software and coding data of the vehicles in the field that had a prior instrument cluster replacement.
In parallel and until June 2020, the potential consequences to occupant safety were analyzed and the affected vehicle population was identified. On July 24, 2020, MBAG determined that a potential safety risk cannot be ruled out.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will update the (SCN) -Coding of the instrument cluster 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 :	Updated (SCN) -Coding of the instrument cluster to meet the current production specifications
Identify How/When Recall Condition was Corrected in Production :	The correction of the software versions ensures that this issue can no longer occur in case of an instrument cluster replacement from February 14, 2020 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on August 7, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on September 29, 2020. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	AUG 07, 2020 - NR
Planned Owner Notification Date :	SEP 29, 2020 - NR

* NR - Not Reported