

# Part 573 Safety Recall Report

## 21V-789

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** AUG 02, 2022**NHTSA Recall No. :** 21V-789**Manufacturer Recall No. :** 2021100010**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 :** 1,311**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2021-2021 Mercedes-Benz S500**Vehicle Type :** LIGHT VEHICLES**Body Style :** 4-DOOR**Power Train :** GAS

**Descriptive Information :** Mercedes-Benz MY2021 S500 50 vehicles. The recall population was determined through production records.  
Vehicles outside of the recall population have the airbag control unit parameters according to current production specifications.

**Production Dates :** JUL 08, 2020 - MAR 15, 2021**VIN Range 1 : Begin :**

NR

**End :** NR☐ Not sequential**Vehicle 2 :** 2021-2021 Mercedes-Benz S580**Vehicle Type :** LIGHT VEHICLES**Body Style :** 4-DOOR**Power Train :** GAS

**Descriptive Information :** Mercedes-Benz MY2021 S580 1218 vehicles. The recall population was determined through production records.  
Vehicles outside of the recall population have the airbag control unit parameters according to current production specifications.

**Production Dates :** JUL 08, 2020 - MAR 15, 2021**VIN Range 1 : Begin :**

NR

**End :** NR☐ Not sequential

Vehicle 3 : 2021-2021 Mercedes-Benz Maybach S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 S500 43 vehicles. The recall population was determined through production records.

Vehicles outside of the recall population have the airbag control unit parameters according to current production specifications.

Production Dates : JUL 08, 2020 - MAR 15, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG") has determined that on certain Model Year ("MY") 2021 S-Class (223 platform) vehicles, the airbag control unit software might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The control unit for the occupant recognition might be deactivated permanently by the airbag control unit upon vehicle shut-down. As a consequence, the passenger airbag might be deactivated despite an occupant sitting on the front passenger seat. This could increase the risk of injuries for the passenger in the event of a crash with a potential airbag deployment.

Description of the Cause : Due to a deviation in the development process, a batch of airbag control units manufactured by a MBAG supplier might contain software that does not meet specifications.

Identification of Any Warning that can Occur : The customer will not receive a warning before the issue occurs due to the nature of the failure mechanism.  
However, when the issue occurs, a specific warning message "Restraint System Malfunction Service Required" and the supplemental restraint system warning lamp would be shown in the instrument cluster. Furthermore, the customer will be informed about "Passenger Airbag Off" indicator via the status display.

### Involved Components :

Component Name 1 : Software Airbag

Component Description : Software Airbag

Component Part Number : A2239029813

Component Name 2 : Software Airbag

Component Description : Software Airbag

Component Part Number : A2239023717

Component Name 3 : Software Airbag

Component Description : Software Airbag

Component Part Number : A2239029713

Component Name 4 : Software Airbag

Component Description : Software Airbag

Component Part Number : A2239029617

Component Name 5 : Software Airbag

Component Description : Software Airbag

Component Part Number : A2239029613

Component Name 6 : Software Airbag

Component Description : Software Airbag

Component Part Number : A2239029513

### Supplier Identification :

#### Component Manufacturer

Name : Robert Bosch GmbH

Address : Robert-Bosch-Platz 1  
Gerlingen Foreign States 70839

Country : Germany

### Chronology :

In November 2020, MBAG began to investigate reports from a manufacturing plant that on certain new S-Class

vehicles, SRS warnings were displayed in the instrument cluster, indicating a potential airbag malfunction. MBAG's analysis initially identified a software issue that could lead to a warning light regarding the SRS. In January 2021, MBAG released a plant action to rework affected vehicles in the production plant and in vehicle preparation centers.

During this process, MBAG's analyses found a further potential deviation of internal specifications that appeared to be associated with the new software remedy. In March 2021, MBAG identified additional vehicles potentially affected by the software deviations, and initiated plant actions to rework them. Further investigations from April through May 2021 analyzed potential causes of the two software deviations and their possible effects.

MBAG's continuing investigation ultimately determined that the second suspected software deviation does not have any impact on vehicle safety regulations and specifications and therefore did not require a fix.

Accordingly, in August 2021, MBAG re-focused its analysis on the previously identified SRS warning. MB's further review determined that the same software error that caused the SRS warning also could permanently deactivate the occupant recognition control unit for the front passenger seat.

MBAG completed its investigation in late September 2021. Based on that investigation, MBAG concluded that a potential safety risk could not be ruled out. Accordingly, on October 1, 2021, MBAG decided to conduct a recall of potentially affected vehicles.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will update the airbag control unit software 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 :** Software of the airbag control unit according to specifications.

Remedy Part: Software Airbag A2239027419, A2239027319, A2239020621, A2239020521

**Identify How/When Recall Condition was Corrected in Production :** A change in the production procedure of our supplier ensures that this issue can no longer occur from March 16, 2021 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on October 15, 2021. Final owners notification mailed on December 1, 2021. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** OCT 15, 2021 - NR

**Planned Owner Notification Date :** DEC 01, 2021 - NR

\* NR - Not Reported