

Part 573 Safety Recall Report

21V-843

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : DEC 03, 2021

NHTSA Recall No. : 21V-843

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 : 8,669

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Mercedes-Benz S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 S-Class 8,509 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have the engine control unit software that meets current production specifications.

Production Dates : JUL 29, 2020 - OCT 26, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2021-2021 Mercedes-Benz Maybach S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 Maybach S-Class 160 vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have the engine control unit software that meets current production specifications.

Production Dates : JUL 29, 2020 - OCT 26, 2021

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") 2021 S-Class and Mercedes-Benz Maybach S-Class (223 platform) vehicles, the engine control unit software might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the vehicle may stall shortly after engine start, and a subsequent restart might not be possible. This might occur suddenly without pre-warning, and independent of the driving situation, which could increase the risk of a crash.

Description of the Cause : Due to a deviation in the software development process of a supplier, an error might occur while accessing the storage of the engine control unit. In this case, it would not be possible to write data from the vehicle immobilizer into the engine control unit after engine start, as intended.

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

Involved Components :

Component Name 1 : Engine Control Unit

Component Description : Software ECU

Component Part Number : A1779023611

Component Name 2 : Engine Control Unit

Component Description : Software ECU

Component Part Number : A1769035500

Component Name 3 : Engine Control Unit

Component Description : Software ECU

Component Part Number : A1779023911

Component Name 4 : Engine Control Unit

Component Description : Software ECU

Component Part Number : A1769035600

Supplier Identification :

Component Manufacturer

Name : Robert-Bosch GmbH

Address : Wernerstr. 51

Stuttgart Foreign States The driver

Country : Germany

Chronology :

In the middle of July 2021, MBAG launched initial investigations based on individual field reports outside of the US.

In the further course of the investigation, engine control units from complaint vehicles were analyzed together with the supplier. In September 2021, these investigations concluded that the reported complaints were related to write errors in the control units' internal storage, impairing the proper operation of the vehicle's immobilizer.

In October 2021, potential consequences of the issue were analyzed and potentially affected vehicles were identified.

On October 22, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

By the end of October 2021, Mercedes-Benz identified twelve cases field reports and nine warranty claims for twelve unique VINS from the US describing instances in which customers allegedly experienced the subject condition outlined above. The field reports were received between July 30, 2021 to October 26, 2021 and the warranty reports from July 30, 2021 to October 2, 2021.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer, will update the engine 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 : Engine control unit software according to specifications.

Remedy: software No

Software ECU A1779021919

Software ECU A1769031201

Identify How/When Recall Condition was Corrected in Production : A change in the engine control unit software ensures that this issue can no longer occur from October 27, 2021 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on November 5, 2021. Owners will be notified of the voluntary recall campaign by an interim letter on December 3, 2021.

A copy of all communications will be provided when available.

Planned Dealer Notification Date : NOV 05, 2021 - NR

Planned Owner Notification Date : DEC 03, 2021 - NR

* NR - Not Reported