

Part 573 Safety Recall Report

21V-931

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : JAN 14, 2022

NHTSA Recall No. : 21V-931

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 : 227

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 MY2021 S580 16 Vehicles. The recall population was determined through internal documentation of vehicles that have received an incorrect configuration. Vehicles outside of the recall population have the correct configuration.

Production Dates : DEC 08, 2020 - OCT 13, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2022-2022 Mercedes-Benz EQS 580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz MY2022 EQS450 15 Vehicles. The recall population was determined through internal documentation of vehicles that have received an incorrect configuration. Vehicles outside of the recall population have the correct configuration.

Production Dates : DEC 08, 2020 - OCT 13, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2022-2022 Mercedes-Benz EQS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz MY2022 EQS450 20 Vehicles. The recall population was determined through internal documentation of vehicles that have received an incorrect configuration. Vehicles outside of the recall population have the correct configuration.

Production Dates : DEC 08, 2020 - OCT 13, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2022-2022 Mercedes-Benz S500

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2022 S500 176 Vehicles. The recall population was determined through internal documentation of vehicles that have received an incorrect configuration. Vehicles outside of the recall population have the correct configuration.

Production Dates : DEC 08, 2020 - OCT 13, 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") 2021-2022 S-Class (223 platform) and EQS (297 platform) vehicles with an active and connected Mercedes me connect account, the MBUX system configuration might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, several functions and applications (e.g. TV, digital owner's manual) would not be disabled while driving, as intended. This would allow vehicle occupants to activate those functions while the vehicle is driving. If an occupant were to actively select the function or application while the vehicle is driving, then driver distraction might result which could increase the risk of a crash.

Description of the Cause : Due to a deviation in the documentation process, as part of the regular Mercedes me connect communication between the vehicle and the vehicle backend server, the MBUX system on certain vehicles might allow activation of television and internet display while the vehicle is being driven.

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

Involved Components :

Component Name 1 : Software Headunit

Component Description : NR

Component Part Number : 2979042500, 2979042800, 2979043000, 2979041600, 2979043200,
2979032001, 2979033901, 2979036000

Component Name 2 : Software Headunit

Component Description : NR

Component Part Number : 2979037500, 2979039000, 2979036101, 2979026803, 2979022604,
2979027003, 2979035501, 2979026603

Component Name 3 : Software Headunit

Component Description : NR

Component Part Number : 2979022204, 2979032901, 2979033501, 2979026503, 2979022104,
2979029903, 2979026002, 2979025802

Component Name 4 : Software Headunit

Component Description : NR

Component Part Number : 2979029902, 2979029103, 2979026203, 2979021904, 2979026303,
2979026004, 2979025402, 2979028604

Component Name 5 : Software Headunit

Component Description : NR

Component Part Number : 2979025804, 2979026003, 2979021604, 2979025404, 2979025202,
2979028004, 2239039902, 2329036200

Component Name 6 : Software Headunit

Component Description : NR

Component Part Number : 2979025304, 2979025102, 2979025002, 2979027904, 2239036203,
2329027000, 2979025204, 2979024702

Component Name 7 : Software Headunit

Component Description : NR

Component Part Number : 2979027804, 2979025104, 2239031104, 2239030203, 2979024804,
2979020703, 2979020702, 2979021502

Component Name 8 : Software Headunit

Component Description : NR

Component Part Number : 2979027404, 2239027721, 2239027318

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

NR

Country : NR

Chronology :

In mid of November 2021, MBAG launched initial investigations based on an individual report from an internal vehicle in Germany that some MBUX functions and applications were not deactivated as intended while driving. Analysis of this case indicated that starting in November an incorrect configuration was available on Mercedes-Benz's backend server and might have been installed on vehicles in the field.

In the further course of the investigations, a detailed analysis of the consequences and possible regulatory requirements was performed. In parallel, potentially affected vehicles were identified. To date, there have been no reports of this unintended event in the United States. Mercedes-Benz is aware of no reports of crashes or injuries caused by this anomaly anywhere. On November 19, 2021, MBAG determined that a potential safety risk cannot be ruled out and acting in an abundance of caution, decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : As a precautionary measure, Mercedes-Benz AG has updated the configuration on the MBAG server that connects with potentially affected vehicles in the United States. This has been performed by means of a correction in a Mercedes-Benz computer server ("backend"). Vehicles that were not able to be updated via the Mercedes-Benz server will have an authorized Mercedes-Benz dealer update the configuration for the MBUX system in the affected vehicles.

How Remedy Component Differs from Recalled Component : Configuration of the MBUX system according to specification.

Identify How/When Recall Condition was Corrected in Production : A change in documentation ensures that this issue can no longer occur from November 16, 2021 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on December 6, 2021. Subject to further discussion with NHTSA, Mercedes-Benz may plan to issue a notice to customers regarding the server error correction within 60 day notice period. Per NHTSA guidance, customer letters will be sent to customers who have not received the update via the Mercedes-Benz server within the first 60 days of notice period. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 06, 2021 - NR

Planned Owner Notification Date : JAN 28, 2022 - NR

* NR - Not Reported