



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 24, 2022

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC
13470 International Parkway
Jacksonville, FL 32218

NEF-107ES
22V-168

Subject: Incorrect Software May Cause System Failures

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES BENZ/C300/2008-2009
MERCEDES BENZ/C350/2008
MERCEDES BENZ/CLK550/2009
MERCEDES BENZ/G550/2014
MERCEDES BENZ/SL550/2007
MERCEDES BENZ/SLK280/2007
MERCEDES BENZ/SLK350/2008
MERCEDES-BENZ/E350/2010

Mfr's Report Date: March 18, 2022

NHTSA Campaign Number: 22V-168

Components:

ELECTRONIC STABILITY CONTROL:CONTROL MODULE:SOFTWARE
ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM):SOFTWARE
EXTERIOR LIGHTING:LIGHTING CONTROL MODULE:SOFTWARE

Potential Number of Units Affected: 22

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2010 E350, 2014 G550, 2008-2009 C300, 2008 C350, 2009 CLK550, 2007 SL550, SLK280, and 2008 SLK350 vehicles. Various control units may have been updated with incorrect software configuration during a service repair. This can result in various system failures, such as loss of drive power, reduced exterior lighting, or loss of dynamic control functions, including stability and traction control.

Consequence:

Various system failures, such as loss of drive power, reduced exterior lighting, or loss of dynamic control functions including stability and traction control, can increase the risk of a crash.

Remedy:

Dealers will update the software configuration on the affected control units, free of charge. Owner notification letters are expected to be mailed May 17, 2022. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

A description of the defect or noncompliance, including both a brief summary and a detailed description of the nature and physical location (if applicable) of the defect or noncompliance (49 CFR 573.6 (c)(5)). Please amend the description to include which control units and systems could potentially be affected.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mercedes-Benz USA, LLC's contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement