Part 573 Safety Recall Report 22V-168

Manufacturer Name : Mercedes-Benz USA, LLC
Submission Date : MAR 18, 2022
NHTSA Recall No. : 22V-168
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 : 22
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2010-2010 Mercedes-Benz E350
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS
Descriptive Information : Mercedes-Benz 2010 E-Class1 vehicle.
The recall population was determined through production and diagnostics records.
Vehicle outside of the recall have the correct configuration installed on the control units.
Production Dates : FEB 22, 2006 - OCT 28, 2013
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2014-2014 Mercedes-Benz G550
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS
Descriptive Information : Mercedes-Benz 2014 G-Class 1 vehicle
The recall population was determined through production and diagnostics records.
Vehicle outside of the recall have the correct configuration installed on the control units.
Production Dates : FEB 22, 2006 - OCT 28, 2013
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2008-2009 Mercedes-Benz C300
Vehicle Type :	LIGHT VEHICLES
Body Style :	4-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2008-2009 C-Class 14 vehicles. The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct configuration installed on the control units.
Production Dates :	FEB 22, 2006 - OCT 28, 2013
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 4 :	2008-2008 Mercedes-Benz C350
Vehicle Type :	LIGHT VEHICLES
Body Style :	4-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2008 C-Class 2 vehicles. The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct configuration installed on the control units.
Production Dates :	FEB 22, 2006 - OCT 28, 2013
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 5 :	2009-2009 Mercedes-Benz CLK550
Vehicle Type :	LIGHT VEHICLES
Body Style :	2-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2009 CLK-Class 1 vehicle The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct configuration installed on the control units.
Production Dates :	FEB 22, 2006 - OCT 28, 2013
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 6 :	2007-2007 Mercedes-Benz SL550
Vehicle Type :	LIGHT VEHICLES
Body Style :	2-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2007 SL-Class 1 vehicle The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct configuration installed on the control units.
Production Dates :	FEB 22, 2006 - OCT 28, 2013
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 7 :	2007-2007 Mercedes-Benz SLK280
Vehicle Type :	LIGHT VEHICLES
Body Style :	2-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2007 SLK-Class 1 vehicle The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct configuration installed on the control units.
Production Dates :	FEB 22, 2006 - OCT 28, 2013
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 8 :	2008-2008 Mercedes-Benz SLK350
Vehicle Type :	LIGHT VEHICLES
Body Style :	2-DOOR
Power Train :	GAS
Descriptive Information :	Mercedes-Benz 2008 SLK-Class 1 vehicle The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct configuration installed on the control units.
Production Dates :	FEB 22, 2006 - OCT 28, 2013
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 during a workshop visit of certain Model Year (“MY”) 2007-2014 SLK-Class (171 platform), C-Class (204 platform), E-Class Coupe/ Convertible (207 platform), CLK-Class (209 platform), SL-Class (230 platform) and G-Class (463 platform) vehicles, configurations were written into one or more control units that might not meet current production specifications.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	In this case, installation of incorrect configurations could cause one or various control units to malfunction, which could potentially increase the risk of a crash and/or exhaust emissions depending on the control unit affected.
Description of the Cause :	Due to a deviation in the IT-backend of the workshop diagnostics system, configurations might have been written into one or more control units, that do not meet current production specifications.
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 :	Software Gateway
Component Description :	Software Gateway
Component Part Number :	A2049024203

Component Name 2 :	Software Gateway
Component Description :	Software Gateway
Component Part Number :	A2044423300

Component Name 3 :	Software BC_F
Component Description :	Software BC_F
Component Part Number :	A2044423700

Component Name 4 :	Software ESP
Component Description :	Software ESP
Component Part Number :	A2049022100

Component Name 5 :	Software ME
Component Description :	Software ME
Component Part Number :	A2739020200

Component Name 6 :	Software ME
Component Description :	Software ME
Component Part Number :	A2739032000

Component Name 7 :	Software ME
Component Description :	Software ME
Component Part Number :	A2729021000

Component Name 8 :	Software ME
Component Description :	Software ME
Component Part Number :	A2729036600

Component Name 9 :	Software ME
Component Description :	Software ME
Component Part Number :	A2729020900

Component Name 10 :	Software ME
Component Description :	Software ME
Component Part Number :	A2729035000

Component Name 11 :	Software ME
Component Description :	Software ME
Component Part Number :	A0064475940

Component Name 12 :	Software ME
Component Description :	Software ME
Component Part Number :	A0094489240

Component Name 13 :	Software ME
Component Description :	Software ME
Component Part Number :	A0064477440

Component Name 14 :	Software ME
Component Description :	Software ME
Component Part Number :	A0094489340

Component Name 15 :	Software ME
Component Description :	Software ME
Component Part Number :	A2729020000

Component Name 16 :	Software ME
Component Description :	Software ME
Component Part Number :	A2729036700

Component Name 17 :	Software ME
Component Description :	Software ME
Component Part Number :	A2739020500

Component Name 18 :	Software ME
Component Description :	Software ME
Component Part Number :	A2739031800

Supplier Identification :

Component Manufacturer

Name :	Mercedes-Benz AG
Address :	NR
	Foreign States
Country :	Germany

Chronology :

In July 2021, MBAG was informed by an authorized Mercedes-Benz dealer of a configuration deviation in a vehicle control unit following an update performed by the workshop diagnostics tool. MBAG initiated an investigation into the issue and determined that incorrect vehicle configuration data had been calculated by the IT-backend of the diagnostics system and written into the control unit of some vehicles. MBAG's investigation determined that the error in the IT-backend of the diagnostics tool only occurred from July 06, 2021 to July 14, 2021. From August to October 2021, MBAG conducted an extensive investigation to determine which vehicle control units potentially could be affected by the calculation error. This investigation also included an exhaustive review of production and diagnostics records to identify specific vehicles that may have had deviating configuration data installed during a workshop visit. From November 2021 until late February 2022, MBAG performed a detailed investigation and analysis of potential configuration deviations in affected control units to determine if there were any potential effects on safety, compliance and emissions. MBAG has not received any customer complaints or reports of a crash, injury or property damage associated with the software deviation. Nonetheless, on March 11, 2022, MBAG determined that it could not rule out the risk that a deviation in an affected vehicle control unit could pose a risk to safety, compliance and/or emissions. Accordingly, MBAG will conduct a recall of affected vehicles.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will update the configuration of the affected control units on the vehicles. Pursuant to 49 C.F.R. § 577.11, MBUSA plans to provide notice about pre-notice reimbursement to owners since some of the involved vehicles would have been previously subject to the condition described.

How Remedy Component Differs from Recalled Component :	Control Unit configurations meet current production specifications Software Gateway A2049024203 Software Gateway A2044423300 Software BC_F A2044423700 Software ESP A2049022100 Software ME A2739020200 Software ME A2739032000 Software ME A2729021000 Software ME A2729036600 Software ME A2729020900 Software ME A2729035000 Software ME A0064475940 Software ME A0094489240 Software ME A0064477440 Software ME A0094489340 Software ME A2729020000 Software ME A2729036700 Software ME A2739020500 Software ME A2739031800
Identify How/When Recall Condition was Corrected in Production :	A change in the IT-backend of the workshop diagnostics system ensures that this issue can no longer occur at a workshop visit from July 15, 2021 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on March 25, 2022. Owners will be notified of the voluntary recall campaign before May 17, 2022. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	MAR 25, 2022 - NR
Planned Owner Notification Date :	MAY 17, 2022 - NR

* NR - Not Reported