



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 31, 2022

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

NEF-107ES
22V-189

Subject: Steering Wheel Hands-Off Detection Software Error

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/AMG CLS53/2021
MERCEDES-BENZ/AMG E53/2021-2022
MERCEDES-BENZ/AMG E63S/2021
MERCEDES-BENZ/AMG EQS/2022
MERCEDES-BENZ/AMG GT43/2022
MERCEDES-BENZ/AMG GT53/2022
MERCEDES-BENZ/AMG GT63 S/2022
MERCEDES-BENZ/AMG SL55/2022
MERCEDES-BENZ/AMG SL63/2022
MERCEDES-BENZ/C300/2022
MERCEDES-BENZ/CLS450/2022
MERCEDES-BENZ/E350/2021-2022
MERCEDES-BENZ/E450/2021-2022
MERCEDES-BENZ/EQS450/2022
MERCEDES-BENZ/EQS580/2022
MERCEDES-BENZ/S500/2022
MERCEDES-BENZ/S580/2021-2022

Mfr's Report Date: March 25, 2022

NHTSA Campaign Number: 22V-189

Components:

STEERING: STEERING WHEEL/HANDLE BAR

Potential Number of Units Affected: 8,396

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2022 AMG GT 43, AMG GT53, S500, AMG EQS, EQS450, EQS580, AMG GT63 S, C300, CLS450, AMG SL63, AMG SL55; 2021 AMG CLS53, AMG E63 Wagon S, AMG E63 S; 2021-2022 AMG



E53, E350, E450 Cabriolet, E450 Coupe, E450 Wagon, E450, AMG E53 Cabriolet, AMG E53 Coupe, S580, and Maybach S580 vehicles with a heated leather steering wheel. Due to a software error in the hand detection control unit, the hands-off detection might not detect when the driver's hands are away from the steering wheel when using the Active Distance Assist DISTRONIC system.

Consequence:

Deactivated hands-off detection will prevent DISTRONIC system features from functioning, including warnings to grab the steering wheel, Active Emergency Stop Assist, or calling first responders in the event of an emergency, which can increase the risk of a crash or injury.

Remedy:

Dealers will update the hand detection control unit software for the DISTRONIC system, free of charge. Owner notification letters are expected to be mailed May 20, 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 be reminded of the following requirements:

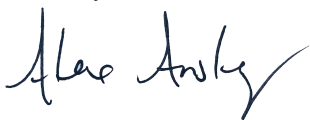
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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