#### OMB Control No.: 2127-0004

# Part 573 Safety Recall Report

# 22V-189

Manufacturer Name: Mercedes-Benz USA, LLC

Submission Date: MAR 25, 2022 NHTSA Recall No.: 22V-189 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: 8,396 Estimated percentage with defect: 1 %

#### **Vehicle Information:**

Vehicle 1: 2022-2022 Mercedes-Benz AMG GT53

Vehicle Type: LIGHT VEHICLES

Body Style : 4-DOOR Power Train : GAS

Descriptive Information: Mercedes-Benz 2022 AMG GT53 15 Vehicle The recall population was determined

through production records. Vehicles outside of the recall population have software

of the hand detection control unit software according to current production

specifications.

Production Dates: FEB 10, 2020 - FEB 28, 2022

Vehicle 2: 2022-2022 Mercedes-Benz S500

Vehicle Type: LIGHT VEHICLES

Body Style : 4-DOOR Power Train : GAS

Descriptive Information: Mercedes-Benz 2022 S500 558 Vehicle The recall population was determined

through production records. Vehicles outside of the recall population have software

of the hand detection control unit software according to current production

specifications.

Production Dates: FEB 10, 2020 - FEB 28, 2022

			G EQS			
Descriptive Information :	Mercedes-Benz 2022 AMG EQS 2 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.					
Production Dates :	FEB 10, 2020 - F	EB 28, 2022				
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential	
Vehicle Type : Body Style : Power Train :						
Production Dates :	FEB 10, 2020 - F	EB 28, 2022				
VIN Range 1:		NR	End:	NR	■ Not sequential	
Vehicle Type : Body Style : Power Train : Descriptive Information :						
Production Dates :						
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
			50 Cabri	iolet		
Descriptive Information :	: Mercedes-Benz 2021-2022 AMG E450 Cabriolet 391 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.					
Production Dates :	FEB 10, 2020 - F	EB 28, 2022				
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	

Vehicle 7:	2021-2022 Mer	cedes-Benz E45	50 Coup	oe e			
	LIGHT VEHICLE		•				
Body Style :							
Power Train:	GAS						
Descriptive Information :				Coupe 215 Vehicle The re			
				ds. Vehicles outside of the ontrol unit software accord			
	production spec		ction cc	ontrol unit software accord	ing to current		
Production Dates :	-						
VIN Range 1:		NR	End:	NR	■ Not sequential		
	2021-2022 Mer		50 Wag	on			
V -	LIGHT VEHICLE						
	STATIONWAGO	N					
Power Train:		0004 0000 11	G E 4 5 0				
Descriptive Information :				Wagon 500 Vehicle The rods. Vehicles outside of the			
		· -		ontrol unit software accord			
	production spec				8		
<b>Production Dates:</b>	FEB 10, 2020 - F	FEB 28, 2022					
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential		
W.1.1.0	0001 000016	1 D E41					
	2021-2022 Mer		00				
· -	LIGHT VEHICLE						
Body Style : Power Train :							
		0001 0000 AM	C EACO	CCOV-L2-1. The second of			
Descriptive information:				558 Vehicle The recall podds. Vehicles outside of the	-		
				ontrol unit software accord			
	production spec	cifications.			O		
<b>Production Dates:</b>	FEB 10, 2020 - F	EB 28, 2022					
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential		
Vehicle 10:	2021-2022 Mer	cedes-Renz AM	C F53 (				
	LIGHT VEHICLE		u Loo (	oublioiet			
Body Style :							
Power Train :							
Descriptive Information :	Mercedes-Benz	2021-2022 AM	G E53 (	Cabriolet 273 Vehicle The i	recall population was		
P				ds. Vehicles outside of the			
			ction co	ontrol unit software accord	ling to current		
D 1	production spec						
Production Dates:			г	ND			
VIN Range 1:	Begin :	NR	End:	NK	☐ Not sequential		

Vehicle 11: 2021-2022 Mercedes-Benz AMG E53 Coupe  Vehicle Type: LIGITY VEHICLES Body Style: 2-DOOR Power Train: GAS  Descriptive Information: Mercedes-Benz 2021-2022 AMG E53 Coupe 313 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production pates: FEB 10, 2020 - FEB 28, 2022  VIN Range 1: Begin: NR End: NR Not sequential  Vehicle 12: 2021-2022 Mercedes-Benz AMG E53  Vehicle Type: LIGHT VEHICLES Body Style: 4-DOOR Power Train: GAS  Descriptive Information: Mercedes-Benz 2021-2022 AMG E53 293 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production pates: FEB 10, 2020 - FEB 28, 2022  VIN Range 1: Begin: NR End: NR Not sequential  Vehicle 13: 2021-2021 Mercedes-Benz AMG E63 Wagon S  Vehicle Type: LIGHT VEHICLES Body Style: STATHONWAGON Power Train: GAS  Descriptive Information: Mercedes-Benz 2021 AMG E63 Wagon S 178 Vehicle The recall population have software of the hand detection control unit software according to current production specifications.  Production Dates: FEB 10, 2020 - FEB 28, 2022  VIN Range 1: Begin: NR End: NR Not sequential  Vehicle 14: 2021-2021 Mercedes-Benz AMG E63 S  Vehicle Type: LIGHT VEHICLES Body Style: 4-DOOR Power Train: GAS  Descriptive Information: Mercedes-Benz 2021 AMG E63 S Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.  Production Dates: FEB 10, 2020 - FEB 28, 2022  VIN Range 1: Begin: NR End: NR Not sequential								
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Descriptive Information: Mercedes-Benz 2021 AMG E63 Wagon S 178 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.  Production Dates: FEB 10, 2020 - FEB 28, 2022  VIN Range 1: Begin: NR End: NR Not sequential  Vehicle 14: 2021-2021 Mercedes-Benz AMG E63 S  Vehicle Type: LIGHT VEHICLES  Body Style: 4-DOOR  Power Train: GAS  Descriptive Information: Mercedes-Benz 2021 AMG E63 S 563 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.  Production Dates: FEB 10, 2020 - FEB 28, 2022	3 3							
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Vehicle 14 : 2021-2021 Mercedes-Benz AMG E63 S Vehicle Type : Body Style : 4-DOOR Power Train : GAS  Descriptive Information : Mercedes-Benz 2021 AMG E63 S 563 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.  Production Dates : FEB 10, 2020 - FEB 28, 2022	Descriptive Information :	determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current						
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VIN Range 1 : Begin : NR End : NR	<b>Production Dates:</b>	FEB 10, 2020 - I	FEB 28, 2022					
	VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential		

Vehicle 15:	2021-2022 Mer	cedes-Benz S58	30			
Vehicle Type :	LIGHT VEHICLE	S				
Body Style :	4-DOOR					
Power Train:	GAS					
Descriptive Information :	Mercedes-Benz 2021-2022 S580 1894 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software					
	specifications.	ection control u	mi som	ware according	to current production	
Production Dates :	FEB 10, 2020 - F	FEB 28, 2022				
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
Vahiala 16 :	2021 2022 Mor	codos Ponz Mo	roodog	Maybach S590		
	2021-2022 Mer LIGHT VEHICLE		rceues	waybacii 3360		
Body Style :		10				
Power Train :						
Descriptive Information :	Mercedes-Benz	2021-2022 Me	rcedes-	Maybach S580 4	7 Vehicle The recall population	
1					outside of the recall population	
			ction co	ntrol unit softw	are according to current	
	production spec					
Production Dates :			г 1	ND		
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
Vehicle 17:	2022-2022 Mer	cedes-Benz EQ	S450			
	LIGHT VEHICLE	•				
Body Style :						
Power Train :						
Descriptive Information :	Mercedes-Benz	2022 EQS450 4	15 Vehic	cle The recall po	pulation was determined	
•	through production records. Vehicles outside of the recall population have software					
		ection control u	nit softv	ware according	to current production	
D 1 11 D 1	specifications.	TED OO OOOO				
Production Dates:			End.	ND	Not sometical	
VIN Range 1:	Begin:	NR	End:	NK	☐ Not sequential	
Vehicle 18:	2022-2022 Mer	cedes-Benz EQ	S580			
	LIGHT VEHICLE					
Body Style :	4-DOOR					
Power Train :	GAS					
Descriptive Information :	Mercedes-Benz	2022 EQS580 8	39 Vehic	cle The recall po	pulation was determined	
	of the hand dete				call population have software to current production	
	specifications.					
Production Dates :						
VIN Range 1:	Begin :	NR	End:	NR	☐ Not sequential	

Vehicle 19:	2022-2022 Merc	cedes-Benz AM	G GT43			
Vehicle Type :	LIGHT VEHICLES	S				
Body Style :	4-DOOR					
Power Train :	GAS					
Descriptive Information :	Mercedes-Benz 2	2022 AMG GT4	3 6 Veh	icle The recall population	was determined	
	<b>U 1</b>			outside of the recall popula		
	of the hand determined specifications.	ction control ui	nit softv	ware according to current	production	
Production Dates :	-	FR 28 2022				
VIN Range 1:		NR	End:	NR	☐ Not sequential	
viiv italige 1.	begin.		Liiu .	IVIV	Not sequential	
Vehicle 20:	2022-2022 Merc	cedes-Benz AM	G GT63	S		
Vehicle Type :	LIGHT VEHICLES	S				
Body Style :	4-DOOR					
Power Train:	GAS					
Descriptive Information :	Mercedes-Benz 2	2022 AMG GT6	3 S 1 Ve	ehicle The recall population	n was determined	
	<b>U 1</b>			outside of the recall popula		
		ction control ui	nit softv	ware according to current	production	
Draduation Dates	specifications.	ED 90 9099				
Production Dates:		LD 28, 2022 NR	End:	ND	☐ Not sequential	
VIN Range 1:	begin.	INIC	Ena .	IVI	☐ Not sequential	
Vehicle 21:	2022-2022 Merc	cedes-Benz C30	0			
Vehicle Type :	LIGHT VEHICLES	S				
Body Style :						
Power Train :	GAS					
Descriptive Information :	Mercedes-Benz 2022 C300 8 Vehicle The recall population was determined through					
•	production records. Vehicles outside of the recall population have software of the					
			ware a	ccording to current produ	ction specifications.	
Production Dates :			_ ,			
VIN Range 1:	Begin :	NR	End:	NR	■ Not sequential	
Vahiala 22 ·	2022-2022 Merc	rodos Ronz CI S	450			
	LIGHT VEHICLES		430			
Body Style :		3				
Power Train :						
Descriptive Information :		2022 CI \$450 6.	4 Vehic	le The recall nonulation w	as determined	
Descriptive information.				outside of the recall popula		
	<b>U 1</b>			ware according to current		
	specifications.					
<b>Production Dates :</b>	FEB 10, 2020 - F					
VIN Range 1:	Begin :	NR	End:	NR	■ Not sequential	

Vehicle 23: 2022-2022 Mercedes-Benz AMG SL63

Vehicle Type: LIGHT VEHICLES

Body Style : 2-DOOR Power Train : GAS

Descriptive Information: Mercedes-Benz 2022 AMG SL63 8 Vehicle The recall population was determined

through production records. Vehicles outside of the recall population have software

of the hand detection control unit software according to current production

specifications.

Production Dates: FEB 10, 2020 - FEB 28, 2022

Vehicle 24: 2022-2022 Mercedes-Benz AMG SL55

Vehicle Type: LIGHT VEHICLES

Body Style : 2-DOOR Power Train : GAS

Descriptive Information: Mercedes-Benz 2022 AMG SL55 22 Vehicle The recall population was determined

through production records. Vehicles outside of the recall population have software

of the hand detection control unit software according to current production

specifications.

Production Dates: FEB 10, 2020 - FEB 28, 2022

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") 2021-2022 C-Class (206

platform), E-Class (213 platform), S-Class (223 platform), SL (232 platform), E-Class Coupe/Convertible (238 platform), CLS (257 platform), AMG GT 4-doors Coupe (290 platform) and EQS (297 platform) vehicles that have a leather steering wheel with steering wheel heating, 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.

FMVSS 1: NR FMVSS 2: NR

Description of the Safety Risk: In this situation, a driver may not receive a warning message prompting the

driver to grip the steering wheel as described in the owner's manual.

Additionally,

in the event of a medical emergency involving the driver (e.g. driver loses consciousness), the vehicle could continue to drive and would not trigger the Active Emergency Stop Assist, as intended. Therefore, the vehicle would not stop and would not conduct an emergency call. In this case, First Responders would not be called to the vehicle, which could further increasing the risk of injury of the medical emergency.

Description of the Cause: Due to a production deviation at a supplier, the hands-off detection on the

leather steering wheel with steering wheel heating might not meet current

production specifications.

Identification of Any Warning The driver will not receive a warning due to the nature of the failure

that can Occur: mechanism.

## **Involved Components:**

Component Name 1: Software Hand Brake System

Component Description: Hand Detection Control Unit Software

Component Part Number: A0009026471

Component Name 2: Software Hand Brake System

Component Description: Hand Detection Control Unit Software

Component Part Number: A0009028672

Component Name 3: Software Hand Brake System

Component Description: Hand Detection Control Unit Software

Component Part Number: A0009025575

Component Name 4: Software Hand Brake System

Component Description: Hand Detection Control Unit Software

Component Part Number: A0009028381

Component Name 5: Software Hand Brake System

**Component Description:** Hand Detection Control Unit Software

Component Part Number: A0009027485

Component Name 6: Software Hand Brake System

Component Description: Hand Detection Control Unit Software

Component Part Number: A0009023262

# **Part 573 Safety Recall Report**

22V-189

Page 9

Component Name 7: Software Hand Brake System

**Component Description:** Hand Detection Control Unit Software

Component Part Number: A0009026571

Component Name 8: Software Hand Brake System

Component Description: Hand Detection Control Unit Software

Component Part Number: A0009025475

Component Name 9: Software Hand Brake System

**Component Description:** Hand Detection Control Unit Software

Component Part Number: A0009028281

Component Name 10: Software Hand Brake System

**Component Description:** Hand Detection Control Unit Software

Component Part Number: A0009027585

# **Supplier Identification:**

#### **Component Manufacturer**

Name: Autoliv Iso Delta

Address: Z.I, 86190 Chiré-en-Montreuil, France

Chiré-en-Montreuil Foreign States 86190

Country: France

#### **Chronology:**

In the end of June 2021, MBAG launched initial investigations based on a finding during an internal test drive indicating that the hands-off detection on a specific steering wheel did not work properly.

In August 2021, both MBAG and the supplier conducted analyses to identify the root cause.

In September 2021, the supplier launched a check in its plant to identify potentially affected parts.

In November 2021, a software update was available in all potentially affected MBAG plants. Accordingly, MBAG initiated a plant rework campaign to update the software to current production specifications.

Starting from mid-November, MBAG conducted analyses to identify potentially affected vehicles in the field and potential consequences.

In January 2022, MBAG analyzed the likelihood of the failure pattern outlined above together with the supplier. In general, neither field complaints nor other reports associated with the descripted issue above were received. On March 18, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

## **Description of Remedy:**

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the hand detection control unit software for the Active Distance Assist DISTRONIC system.

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 Software of the hand detection control unit software according to current

from Recalled Component: production specifications.

Part Number: A0009026471, A0009028672, A0009025575, A0009028381, A0009027485, A0009023262, A0009026571,

A0009025475, A0009028281, A0009027585

Identify How/When Recall Condition A change in the production procedure of our supplier ensures that this

was Corrected in Production: issue can no longer occur from March 1, 2022 onwards.

#### **Recall Schedule:**

Description of Recall Schedule: Dealers will be notified of the pending voluntary recall campaign on April

1, 2022. Owners will be notified of the voluntary recall campaign before

May 20, 2022. A copy of all communications will be provided when

available.

Planned Dealer Notification Date: APR 01, 2022 - NR Planned Owner Notification Date: MAY 20, 2022 - NR

\* NR - Not Reported