

Chronology of Defect/Noncompliance Determination

In April 2021, MBAG received isolated reports (outside the US) of the MBUX head unit central display failing to activate and remaining black upon unlocking of S-class vehicles. MBAG commenced an investigation in coordination with the supplier.

While these analyses were ongoing, the supplier started to develop a more robust software version as an adhoc measure. This software version was substituted in series production beginning in August 2021.

In parallel, the root cause analyses were still ongoing and potentially affected head units from the field were sent to the development department for further investigations.

In November 2021, MBAG received two field reports of a central display screen failure to activate (outside the US) in EQS model cars, and began to investigate those reports. Later, MBAG determined the reported display failures were similar to the ones in the S-class vehicles and initiated an investigation to determine if those occurrences may have a common cause.

In spring of 2022, the investigation determined that although the driver experiences the similar start up behavior of the central display—a black screen—the two cases had different causes within the software of the head unit.

For the S-class vehicles, MBAG identified a software deviation that could cause the central display not to activate upon unlocking the vehicle. For EQS vehicles, MBAG identified a different software deviation that could also cause the central display to stay black upon unlocking those vehicles.

In June 2022, MBAG determined and identified the potentially affected vehicle populations for both the S-class and the EQS vehicles in the field.

On July 01, 2022, MBAG determined that a potential non-compliance cannot be ruled out and decided to conduct a recall of potentially affected S-class and EQS vehicles.

MBAG has received 5 confirmed warranty claims but no field or service reports, or reports of deaths or injuries related to potentially affected S-class non-compliances in the US. MBAG has received no confirmed US warranty claims, field or service reports, or reports of deaths or injuries related to this non-compliance for the few potentially affected EQS model vehicles in the US.

Mercedes-Benz Part 573 Submission
Original Submitted to Portal July 11, 2022
Chronology, Affected Parts, Manufacturer of Defective or Noncompliant Component
Supplement to Original Submission

Affected Parts Information

EQS MBUX Multimedia System Software

2979036000

2979033501

2979021604

2979022004

2979022104

2979033901

2979042800

2979022304

2979022904

2979020304

2979022204

2979022804

2979029903

2979024702

2979025102

2979025202

2979025402

2979026002

2979037500

2979041600

2979021103

2979020603

2979020703

2979031401

2979028302

2979028702

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2979028802

2979039600

2979042000

2979029002

2979029602

2979021402

2979039000

2979027501

2979027901

2979028001

2979028801

2979033601

2979035500

2979041100

2979026003

2979026403

2979026503

2979026603

2979027203

2979028201

2979032001

2979035300

2979042500

2979020305

2979020607

2979022002

2979028301

2979028902

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2979029306

2979029502

2979029706

2979029806

2979029906

2979030302

2979034402

2979044900

S-Class MBUX Multimedia System Software

A2239030203

A2239024012

A2239045801

A2239025418

A2239025518

A2239025818

A2239025918

A2239034800

A2239035000

A2239023101

A2239032203

A2239026018

A2239047101

A2239025320

A2239025420

A2239025720

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A2239025820

A2239034803

A2239025920

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Manufacturer of Defective or Noncompliant Component

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