

Part 573 Safety Recall Report

23V-807

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : DEC 01, 2023

NHTSA Recall No. : 23V-807

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 : 2,770

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mercedes-Benz GLE 450 e

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : 2,770 vehicles. The recall population was determined through production records. For vehicles outside of the recall population, the installed ESP control unit software is according to current production specifications.

Production Dates : JAN 06, 2023 - OCT 27, 2023

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") 2024 GLE Plug-in-Hybrid (167 platform) vehicles, under specific conditions (such as electric driving under wet weather conditions), the required input force on the brake pedal might be increased.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the driver does not apply the increased input force to the brake pedal, the braking distance might be temporarily extended, which could increase the risk of a crash. If the required input force is applied, then a sufficient braking effect is achieved at all times in accordance with FMVSS 135.

Description of the Cause : Due to a deviation in the development process, the brake force boost by the ESP control unit might not meet current production software specifications. The issue described is not caused by a supplier.

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 : ESP Software

Component Description : ESP Software

Component Part Number : A2139024726

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In February 2022, MBAG investigated isolated field reports, from outside the US, alleging that the braking system in certain GLE vehicles did not respond as expected during operation.

MBAG began its analysis by conducting a detailed review of field data and examining vehicles identified in the field reports. At that time, MBAG was unable to identify a failure mechanism that might result in the reported issue.

MBAG conducted extensive further investigations through April 2023, including simulations of field and environmental conditions during endurance and wind tunnel tests that it suspected could trigger the reported failure. As part of these analyses and tests, MBAG explored whether factors such as weather conditions, the driving profile of the vehicle and wear to the braking system might contribute to the alleged issues. Due to the complexity and numerous environmental influences that contribute to the issue, MBAG was unable to reproduce the alleged phenomenon during this investigation.

MBAG launched a Black Belt project and team to analyze other processes or factors that may have contributed to the alleged occurrences. This team reviewed available data and hypothesized that, in certain driving conditions, the ESP control unit might not provide sufficient brake support. During the next several months, MBAG validated this hypothesis using technical reviews as well as analyses of field data from newly identified reports of the alleged issue from outside the US.

In September and October 2023, MBAG analyzed production records pertaining to this ESP control unit software version to identify the population of potentially affected vehicles in the field. Additionally, MBAG initiated a plant rework action to update the ESP control unit software in potentially affected vehicles that remained in MBAG’s control.

On November 24, 2023, MBAG determined that a potential safety risk could not be ruled out and decided to conduct a recall.
Please see chronology supplement.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will update the ESP control unit software in the affected vehicles.
	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 from Recalled Component :	ESP control unit software is according to current production specification. Remedy parts: A2139025727 (ESP Software)
Identify How/When Recall Condition was Corrected in Production :	The introduction of a new ESP software ensures that this issue can no longer occur from October 30, 2023 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on December 8, 2023. Owners will be notified of the voluntary recall campaign on or before January 30, 2024. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	DEC 08, 2023 - NR
Planned Owner Notification Date :	JAN 30, 2024 - NR

* NR - Not Reported