

Part 573 Safety Recall Report

22V-493

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** JUL 11, 2022**NHTSA Recall No. :** 22V-493**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 : 8,530

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Mercedes-Benz AMG EQS53

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz MY2022 AMG EQS53 2 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the MBUX multimedia system software according to current production specifications.

Production Dates : JUL 13, 2020 - JAN 19, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2022 Mercedes-Benz EQS580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz MY2022 EQS580 13 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the MBUX multimedia system software according to current production specifications.

Production Dates : JUL 13, 2020 - JAN 19, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2021-2021 Mercedes-Benz S500

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 S500 305 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the MBUX multimedia system software according to current production specifications.

Production Dates : JUL 13, 2020 - JAN 19, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 4 : 2022-2022 Mercedes-Benz EQS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz MY2022 EQS450 1 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the MBUX multimedia system software according to current production specifications.

Production Dates : JUL 13, 2020 - JAN 19, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 5 : 2021-2021 Mercedes-Benz S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 S580 8019 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the MBUX multimedia system software according to current production specifications.

Production Dates : JUL 13, 2020 - JAN 19, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 6 : 2021-2021 Mercedes-Benz Maybach S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 Maybach S580 190 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the MBUX multimedia system software according to current production specifications.

Production Dates : JUL 13, 2020 - JAN 19, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Description of Noncompliance :

Description of the Noncompliance : Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021-2022 S-Class (223 platform) and EQS (297 platform) vehicles, the MBUX multimedia system software might not meet current production specifications.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : As a result, the central display might not be activated as intended when the vehicle is unlocked. In this case, the rearview camera image might not be displayed in the central display when the driver engages reverse gear. Instead, the central display would remain black. A deactivation or freezing of the rearview camera image during reverse driving can be excluded. A rearview camera picture that might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) when beginning to back up might impair rear visibility which might increase the risk of a crash.

Description of the Cause : Due to deviations in the development processes of two different suppliers, the MBUX multimedia system software on certain vehicles might not meet current production specifications.

Identification of Any Warning that can Occur : Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism.
When the issue occurs, the driver might notice that the central display is not activated and, thus, the reversing camera function is not available.

Involved Components :

Component Name 1 : See Supplemental Document

Component Description : See Supplemental Document

Component Part Number : See Supplemental Document

Supplier Identification :

Component Manufacturer

Name : Gigabit Multimedia Serial Link (GMSL) Au

Address : 160 Rio Robles
San Jose California 95134

Country : United States

Chronology :

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 investigation.

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 1, 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.

Please see supplemental chronology of defect posted 7.11.2022.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the MBUX multimedia system software on the affected vehicles.

Pursuant to 49 C.F.R. § 577.11, MBUSA does plan to provide notice about pre-notice reimbursement to owners since most of the involved vehicles would have been previously subject to the condition described and customers who have already paid to have this recall condition corrected may be eligible to receive reimbursement.

How Remedy Component Differs from Recalled Component : Software of the MBUX multimedia system on the affected vehicles according to current production specifications.

Remedy Part EQS (BR 297):
MBUX multimedia system software: A2979043200

Remedy Part EQS S-Class (BR 223):
MBUX multimedia system software: A2979042800

Identify How/When Recall Condition was Corrected in Production : Changes in the development processes of our suppliers ensure that this issue can no longer occur from March 24, 2022 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on July 18, 2022. Owners will be notified of the voluntary recall campaign before September 9, 2022.

Planned Dealer Notification Date : JUL 18, 2022 - NR

Planned Owner Notification Date : SEP 09, 2022 - NR

* NR - Not Reported