

# Part 573 Safety Recall Report

## 21V-00J

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** JAN 11, 2022**NHTSA Recall No. :** 21V-00J**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 : 1,239

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2022-2022 Mercedes-Benz EQS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2022 EQS-Class 1 Vehicle

The recall population was determined through production records.

Vehicles outside of the recall population have communication module software according to current production specifications.

Production Dates : FEB 15, 2021 - DEC 04, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2022 Mercedes-Benz S500

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 S500 1161 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have communication module software according to current production specifications.

Production Dates : FEB 15, 2021 - DEC 04, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2022-2022 Mercedes-Benz S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 S580 77 Vehicles.

The recall population was determined through production records.

Vehicles outside of the recall population have communication module software according to current production specifications.

Production Dates : FEB 15, 2021 - DEC 04, 2021

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") 2022 S-Class (223 platform) and EQS-Class (297 platform) vehicles, the communication module software might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The eCall function might be restricted or not be available at vehicle start-up. Therefore, customers might not be able to be connected to emergency assistance. In this case, emergency responders might not be directed to the vehicle in the event of an accident, which could increase the consequence of any injury sustained in the accident for the vehicle occupants.

Description of the Cause : Due to a software bug in the control unit, the communication module might not meet the operational requirements.

Identification of Any Warning that can Occur : When the issue occurs the customer might noticed a warning message in the display or the non-availability of the Mercedes me connect services.

## Involved Components :

Component Name 1 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069023306

Component Name 2 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069029705

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Component Name 3 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069028505

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Component Name 4 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069025705

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Component Name 5 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069028104

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Component Name 6 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069024304

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Component Name 7 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069029903

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Component Name 8 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069025603

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Component Name 9 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069028402

Component Name 10 : SW COMM.MODULE

Component Description : SW COMM.MODULE

Component Part Number : A2069028101

## Supplier Identification :

### Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

## Chronology :

In May 2021, MBAG launched initial investigations based on information from the production plant on vehicles regarding the communication module. These cases indicated repeated attempts to relay an emergency call without success. An analysis of the root cause was immediately started. In the course of this analysis, MBAG found further potential deviations from specifications that appeared to be associated with this communication module.

As of June 2021, a detailed analysis of the root cause and possible consequences was conducted together with the supplier. Various components from affected vehicles were requested for further analysis in order to determine the root cause.

This analysis indicated a software problem at the start-up of the control unit. Further tests were performed, which confirmed the software as a root cause.

Starting in the end of November 2021, new communication module software was introduced in all relevant production plants. In parallel, plant actions were implemented to rework all potentially affected vehicles, which were still within control of MBAG and the potentially affected vehicles in the field were identified. On December 17, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall. Mercedes-Benz is currently not aware of any customer complaints in the US.

## Description of Remedy :

**Description of Remedy Program :** Either an authorized Mercedes-Benz dealer or an over-the-air (“OTA”) update will update the communication module software for the automatic emergency call system on the affected vehicles.  
All customers will be mailed recall notification letters as required under federal regulations. For vehicles with a “Mercedes Me” subscription service, the software update will be performed OTA and so a dealer visit is not required.  
For vehicles without a Mercedes Me subscription service, the notification letter will advise the customer that they may opt out of the OTA update and visit an authorized Mercedes-Benz dealer to have the update performed. If the customer does not opt out within the specified period, the update will be performed OTA with the vehicle thereafter.  
Depending on conditions such as network coverage and consistency of the data connection, if the OTA update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed. Customers who subscribe to the Mercedes Me service may check the status of the update through the associated website and/or through the Mercedes Me App.  
If the vehicle is subscribed to the Mercedes Me Connect services, the current status of the remote software update will be listed on the Mercedes Me connect webpage under "Software Update".  
Further information regarding software updates can be found in the Operator’s Manual.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since the involved vehicles would not have been previously subject to the condition described.  
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**How Remedy Component Differs from Recalled Component :** Communication module according to specifications.  
Remedy software number  
SW COMM.MODULE A2069026206

**Identify How/When Recall Condition was Corrected in Production :** An updated software of the communication module ensures that this issue can no longer occur from December 20, 2021 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on January 4, 2022. Owners will be notified of the voluntary recall campaign before February 25, 2022.  
A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** JAN 04, 2022 - NR

Planned Owner Notification Date : FEB 25, 2022 - NR

\* NR - Not Reported