

Part 573 Safety Recall Report

24V-688

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : SEP 25, 2024

NHTSA Recall No. : 24V-688

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 : 2,025

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mercedes-Benz CLE 300 Convertible

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Approximately 4 Mercedes-Benz CLE 300 Convertible vehicles are potentially affected in the US. The recall population was determined through production records. Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications.

Production Dates : APR 17, 2023 - DEC 11, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2024-2024 Mercedes-Benz CLE 300 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Approximately 216 Mercedes-Benz CLE 300 Coupe vehicles are potentially affected in the US. The recall population was determined through production records. Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications.

Production Dates : APR 17, 2023 - DEC 11, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2024-2024 Mercedes-Benz CLE 450 Convertible

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Approximately 2 Mercedes-Benz CLE 450 Convertible vehicles are potentially affected in the US. The recall population was determined through production records. Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications.

Production Dates : APR 17, 2023 - DEC 11, 2023

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 4 : 2024-2024 Mercedes-Benz CLE 450 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Approximately 184 Mercedes-Benz CLE 450 Coupe vehicles are potentially affected in the US. The recall population was determined through production records. Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications.

Production Dates : APR 17, 2023 - DEC 11, 2023

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 5 : 2024-2024 Mercedes-Benz E 350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Approximately 1564 Mercedes-Benz E 350 vehicles are potentially affected in the US. The recall population was determined through production records. Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications.

Production Dates : APR 17, 2023 - DEC 11, 2023

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 6 : 2024-2024 Mercedes-Benz E 450 Station Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Approximately 17 Mercedes-Benz E 450 Station Wagon vehicles are potentially affected in the US. The recall population was determined through production records. Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications.

Production Dates : APR 17, 2023 - DEC 11, 2023

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 7 : 2024-2024 Mercedes-Benz E 450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Approximately 37 Mercedes-Benz E 450 vehicles are potentially affected in the US. The recall population was determined through production records. Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications.

Production Dates : APR 17, 2023 - DEC 11, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 8 : 2024-2024 Mercedes-Benz AMG CLE 53 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Approximately 1 Mercedes-Benz AMG CLE 53 Coupe vehicle is potentially affected in the US. The recall population was determined through production records. Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications.

Production Dates : APR 17, 2023 - DEC 11, 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 2024 E-Class (214 platform) and CLE (236 platform) vehicles, the MBUX multimedia system software might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the MBUX multimedia system is affected, a permanent deactivation of certain functions of assistance systems might occur. As a result, the system-initiated brake interventions for cross-traffic might not be triggered under 6 mph. Should a driver improperly rely solely on the assistance systems, this might increase the risk of a crash.

Description of the Cause : Due to a deviation in the software development process, the synchronization between the MBUX multimedia system and the parking control unit might be impaired.

Identification of Any Warning that can Occur : The driver will not receive a warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 : HEADUNIT SOFTWARE

Component Description : HEADUNIT SOFTWARE

Component Part Number : A2149046900

Supplier Identification :**Component Manufacturer**

Name : MBAG

Address : NR

NR

Country : NR

Chronology :

In November 2023, standard system tests on internal vehicles found that specific parking assistance systems might be deactivated without notice.

From November 2023 to January 2024, investigations were started to identify the root cause. Analyses determined that a deviation in the vehicle's software might result in a synchronization problem between the MBUX multimedia system and the parking control. As a result, specific parking assistance systems might be deactivated.

Starting in January 2024, analyses on the possible consequences of the observed issue were performed.

Additional and more detailed tests were found to be necessary to get a deeper understanding of the issue and the possible consequences. These tests determined that the cross-traffic-alert might also be affected by the deviation. MBAG then conducted analyses of the potential safety consequences of this issue. These studies determined that in the event of a cross-traffic-alert (which is activated when an oncoming road user is detected while the vehicle is exiting a parking space) where the system-initiated brake intervention should be triggered before the driver can react to other visual and acoustic indicators, the risk of a crash could increase.

The potentially affected vehicle population was determined throughout August 2024. In parallel, a possible non-compliance was thoroughly examined.

On September 6th, 2024, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG can confirm there are no warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries) related to this defect in the USA.

Description of Remedy :

Description of Remedy Program :	MBAG will update the software of the MBUX multimedia system and then reset the parking control unit settings on the affected vehicles. This software update is planned to be performed over-the-air (“OTA”). 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. 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 :	Vehicles outside the recall population have MBUX multimedia system software that meets current production specifications. Remedy Part Name/Number: HEADUNIT SOFTWARE - A2149047400
Identify How/When Recall Condition was Corrected in Production :	A new software ensures that this issue can no longer occur from January 30, 2024 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on September 20, 2024. Owners will be notified of the voluntary recall campaign before November 12, 2024. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	SEP 20, 2024 - NR
Planned Owner Notification Date :	NOV 12, 2024 - NR

* NR - Not Reported