

Part 573 Safety Recall Report

24V-807

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : OCT 25, 2024

NHTSA Recall No. : 24V-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 : 21

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Mercedes-Maybach S 580 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Maybach Model Year 2021 S 580 4MATIC 3 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have tires that are not impacted by the described issue(s).

Production Dates : JUN 20, 2020 - JUL 26, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 2 : 2021-2021 Mercedes-Benz S 500 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2021 S 500 4MATIC 1 Vehicle. The recall population was determined through production records. Vehicles outside the recall population have tires that are not impacted by the described issue(s).

Production Dates : MAR 31, 2021 - MAR 31, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 3 : 2021-2021 Mercedes-Benz S 580 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2021 S 580 4MATIC 17 Vehicles. The recall population was determined through production records. Vehicles outside the recall population have tires that are not impacted by the described issue(s).

Production Dates : JUN 20, 2020 - JUL 26, 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") 2021 S-Class (223 platform) vehicles, the communication module might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, an automatic or manual emergency call might not be successful. Furthermore, the data transfer (such as vehicle position) might be restricted. In the event of an accident, first responders might not be directed to the vehicle location, which could increase the consequences of the accident.

Description of the Cause : Due to a control unit configuration or software error, the communication module might not meet current production specifications.

Identification of Any Warning that can Occur : When the issue occurs, the customer might be informed by a warning message "SOS not ready" in the head unit display and/or a warning message "SOS inoperative" in the instrument cluster.

Involved Components :

Component Name 1 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239020419

Component Name 2 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239027004

Component Name 3 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239026409

Component Name 4 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239020619

Component Name 5 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239029001

Component Name 6 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239025018

Component Name 7 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239023307

Component Name 8 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239027407

Component Name 9 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239022516

Component Name 10 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239027800

Component Name 11 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239028410

Component Name 12 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239021917

Component Name 13 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239027900

Component Name 14 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239022117

Component Name 15 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239022613

Component Name 16 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239022616

Component Name 17 : SOFTWARE COM MODULE

Component Description : SOFTWARE COM MODULE

Component Part Number : A2239028510

Supplier Identification :

Component Manufacturer

Name : Continental Automotive Hungary Kft.

Address : Napmatka utca 6

Budapest Foreign States 1106

Country : Hungary

Chronology :

In July 2021, MBAG initiated a recall measure in certain foreign countries to update the communication module due to a malfunction of the emergency call system. At that time, there were no affected vehicles identified in the US market with the suspect software version (reference P579 21F-177, submitted on July 23, 2021). As part of its regular field monitoring, MBAG continuously monitors the software status of its vehicles in the field. During the course of this monitoring, MBAG detected a low number of vehicles that had not received the necessary software update. Further analyses were initiated to check if the vehicles were part of the above-mentioned recall. It was found that the vehicles were not part of initial recall but might also be affected by this issue. Starting in 2024, it was investigated if further vehicles in the field were equipped with the potentially affected software and were not part of the recall. During the spring of 2024, MBAG received information that some vehicles affected by the issue might have reached the US market. Subsequently, the root cause why these vehicles reached the field without an update was analyzed in detail. These analyses lasted until September 2024. Ultimately, the potentially affected vehicles in the field were determined. On October 18, 2024, out of an abundance of caution, 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 : An authorized Mercedes-Benz dealer will update the communication module software on 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 :	Vehicles outside of the recall population have a communication module that meets current production specifications. Remedy Part No: SOFTWARE COM MODULE A2239023527
Identify How/When Recall Condition was Corrected in Production :	The introduction of new software for the communication module ensures that this issue can no longer occur from July 27, 2021 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on November 1, 2024. Owners will be notified of the voluntary recall campaign before December 24, 2024. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	NOV 01, 2024 - NR
Planned Owner Notification Date :	DEC 24, 2024 - NR

* NR - Not Reported