

Part 573 Safety Recall Report

17V-245

Manufacturer Name : Mercedes-Benz USA, LLC.**Submission Date :** APR 11, 2017**NHTSA Recall No. :** 17V-245**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : One Mercedes Dr, PO Box 350
Montvale NJ 07645-0350

Company phone : 1-800-367-6372

Population :

Number of potentially involved : 15

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Mercedes-Benz E300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 213.048 ZF4J 5 Vehicles

Production Dates : JUN 29, 2016 - JUL 19, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2017-2017 Mercedes-Benz E300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 213.049 ZF4K 10 Vehicles

Production Dates : JUN 29, 2016 - JUL 29, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform) equipped with a widescreen instrument cluster, the software version might not correspond to programming specifications. This might lead to an internal communication fault resulting in the cluster not displaying any content upon vehicle start, or in very unlikely cases, a display reset may occur for a maximum of 3 seconds while driving.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : Should the driver set the vehicle in motion without the screen showing any content, legally required display of the vehicle speed or different control lights would not be warranted. While driving, the vehicle speed or different control lights would also not be displayed during a reset of maximum 3 seconds.

Description of the Cause : Due to a coding error, a certain software version might not meet production requirements.

Identification of Any Warning that can Occur : The customer may notice a blank instrument cluster at the vehicle start. The customer will not receive an advance warning prior to a potential reset.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In the summer of 2016, DAG launched initial investigations based on individual field reports describing instances in which customers allegedly experienced the subject condition outlined above.

In addition, parts of affected vehicles were requested for further analysis.

DAG determined that, in the analyzed cases, the instrument cluster did not start up due to an internal communications fault within the instrument cluster.

In addition, laboratory stress tests were initiated to understand the mechanism of a potential reset of the instrument cluster while driving. It was determined that a reset is very unlikely and might only occur under a high number of simultaneous calculation requests to the instrument cluster.

In early 2017, DAG reviewed production documents to determine the vehicles originally equipped with the mentioned software version. Further analysis was done to identify potentially affected vehicles which were not already updated in the field.

In early April 2017, DAG determined that a potential non-compliance cannot be ruled out.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the instrument cluster

Description of Remedy Program : 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 all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : A software change ensures that this complaint can no longer occur from November 10, 2016 onwards.

Recall Schedule :

Description of Recall Schedule : Owners will be notified in late May 2017, approximately one week after recall launch to the dealers. Dealers will be notified of the voluntary recall campaign in April 2017. A copy of all communications will be provided when available.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported