



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 20, 2019

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC.  
13470 International Parkway  
Jacksonville, FL 32218

NEF-150JK  
18V-910

**Subject:** Active Driving System may not Detect Hands Off

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES BENZ/S450/2018-2019  
MERCEDES BENZ/S560/2018-2019  
MERCEDES BENZ/S63 AMG/2018-2019

**Mfr's Report Date:** December 19, 2018

**NHTSA Campaign Number:** 18V-910

**Components:**

LANE DEPARTURE: LANE KEEP: AUTOMATIC STEERING  
LANE DEPARTURE: LANE KEEP: STEERING ASSIST  
STEERING:ELECTRIC POWER ASSIST SYSTEM

**Potential Number of Units Affected:** 6,200

**Problem Description:**

Mercedes-Benz USA, LLC. (Mercedes) is recalling certain 2018 S450 4MATIC, S560 4MATIC Coupe, S63 AMG 4MATIC Coupe, Maybach S560 4MATIC, S560 4MATIC, S63 AMG and S63 AMG 4MATIC Cabrio vehicles. The Hands-off-Detection system may malfunction, causing the Active Steering Assist system to remain engaged despite the driver's hands not being on the steering wheel for a prolonged period of time.

**Consequence:**

If the system remains active despite the driver not having their hands on the wheel, the driver's inattention may increase the risk of crash.

**Remedy:**

Mercedes has notified owners, and dealers will update the software of the steering control unit, free of charge. An interim letter was mailed to owners on February 14, 2019 to notify them of the issue. A second notification will be sent when the remedy is available. Owners may contact Mercedes customer service at 1-800-367-6372.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

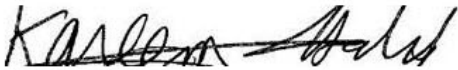
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement