

# Part 573 Safety Recall Report

# 18V-761

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** NOV 13, 2018**NHTSA Recall No. :** 18V-761**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 : 119

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.083 WF8D 4 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz C300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.084 WF8E 4 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2019-2019 Mercedes-Benz C300 4MATIC Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.484 WK8E 1 Vehicle

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2019-2019 Mercedes-Benz C300 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.384 WJ8E 4 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2019-2019 Mercedes-Benz C300 Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.483 WK8D 2 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2019-2019 Mercedes-Benz C300 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.383 WJ8D 2 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2019-2019 Mercedes-Benz C43 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.064 WF6E 3 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2019-2019 Mercedes-Benz C43 AMG Cabrio  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : 205.464 WK6E 2 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 9 : 2019-2019 Mercedes-Benz C43 AMG Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : 205.364 WJ6E 4 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 10 : 2019-2019 Mercedes-Benz CLS450  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : HYBRID ELECTRIC

Descriptive Information : 257.358 2J5J 35 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 11 : 2019-2019 Mercedes-Benz CLS450 4MATIC  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : HYBRID ELECTRIC

Descriptive Information : 257.359 2J5K 40 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 12 : 2019-2019 Mercedes-Benz CLS53 AMG 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : 257.361 2J6B 1 Vehicle

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 13 : 2019-2019 Mercedes-Benz E53 AMG 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : 213.061 ZF6B 1 Vehicle

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 14 : 2019-2019 Mercedes-Benz E450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 213.268 ZH6J 2 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 15 : 2019-2019 Mercedes-Benz E450 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 238.368 1J6J 1 Vehicles

The recall population was determined through potentially affected software versions.  
Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 16 : 2019-2019 Mercedes-Benz E53 AMG 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : 238.361 1J6B 1 Vehicles

The recall population was determined through potentially affected software versions. Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 17 : 2019-2019 Mercedes-Benz G550

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 463.261 YC6B 5 Vehicles

The recall population was determined through potentially affected software versions. Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 18 : 2019-2019 Mercedes-Benz G63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 463.277 YC7H 7 Vehicles

The recall population was determined through potentially affected software versions. Vehicles not affected have different software versions.

Production Dates : DEC 07, 2017 - OCT 19, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

## Description of Defect :

Description of the Defect : Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class (platform 205), CLS-Class (platform 257), E-Class (platform 213 and 238), G-Class (platform 463), a reset in the Central Powertrain Controller (CPC) control unit could occur while driving due to a software error.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : This could result in various consequences.

If the reset occurs during ECO Stop the engine will not restart as intended. In addition, vehicles could coast due to engine stalling. In this case the engine can be restarted while coasting. An engine stall while driving might increase the risk of a crash.

Description of the Cause : Due to an incorrect coding by a supplier, the CPC control unit software might not meet specification.

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : Continental Automotive GmbH  
Address : Siemensstrasse 12  
Regensburg FOREIGN STATES D-93055  
Country : Germany

## Chronology :

In March 2018, DAG launched initial investigations based on findings in internal test drives during the development of the C-Class (205 platform) facelift where the ECO Stop Restart function did not perform as specified.

These investigations indicated a reset in the CPC control unit as the root cause.

Starting in April 2018, updated CPC control unit software was developed.

During that time, an individual field report outside the USA describing an engine stall on a 257 vehicle was submitted to DAG and investigations were initiated.

In June 2018, additional individual field reports outside the USA describing an engine stall on 222 vehicles were brought to DAG's attention and were added to this investigation. This particular investigation indicated a potential influence of the CPC control unit on the described customer complaint. Further analysis was started.

In August 2018, this analysis identified a reset in the CPC control unit due to incorrect coding of the CPC control unit software as the root cause.

In September 2018, the range of potentially affected vehicles was identified.

In October 2018, DAG determined that a vehicle stall cannot be excluded.

## Description of Remedy :

Description of Remedy Program : As a precautionary measure an authorized Mercedes-Benz dealer will update the CPC control unit 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 :** Vehicles equipped with correct CPC control unit software.

**Identify How/When Recall Condition was Corrected in Production :** A change in the CPC control unit software ensures that this issue can no longer occur from October 20, 2018 onwards.

### **Recall Schedule :**

**Description of Recall Schedule :** Dealers will be notified of the pending campaign in November 2018. Owners will be notified with a letter in December 2018, approximately one week after recall launch to dealers. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** NOV 13, 2018 - NR

**Planned Owner Notification Date :** DEC 28, 2018 - NR

\* NR - Not Reported