

# Part 573 Safety Recall Report

# 18V-838

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** NOV 27, 2018**NHTSA Recall No. :** 18V-838**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 : 104,663

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2018-2018 Mercedes-Benz C300 Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WK4J 205.448 1817 vehicles.

The recall population was determined through potentially affected software versions.

Vehicles not affected by the recall have a different head unit software version.

Production Dates : AUG 01, 2018 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2018-2018 Mercedes-Benz C300 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WJ4J 205.348 2341 vehicles.

The recall population was determined through potentially affected software versions.

Vehicles not affected by the recall have a different head unit software version.

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2018-2018 Mercedes-Benz C300 4MATIC CABRIOLET

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WK4K 205.449 473 vehicles.

The recall population was determined through potentially affected software versions.

Vehicles not affected by the recall have a different head unit software version.

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2018-2018 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : WF4J 205.048 23819 vehicles.

The recall population was determined through potentially affected software versions.

Vehicles not affected by the recall have a different head unit software version

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2018-2018 Mercedes-Benz C300 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WJ4K 205.349 842 vehicles.

The recall population was determined through potentially affected software versions.

Vehicles not affected by the recall have a different head unit software version.

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 6 : 2018-2018 Mercedes-Benz C300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : WF4K 205.049 12501 vehicles.

The recall population was determined through potentially affected software versions.

Vehicles not affected by the recall have a different head unit software version

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 7 : 2018-2018 Mercedes-Benz AMG C43 Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WK6E 205.464 182 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 8 : 2018-2018 Mercedes-Benz AMG C43 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WJ6E 205.364 433 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 9 : 2018-2018 Mercedes-Benz AMG C63 S Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WK8H 205.487 30 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 10 : 2018-2018 Mercedes-Benz C350e Plug-In Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : WF4H 205.047 600 vehicles.

The recall population was determined through potentially affected software versions.

Vehicles not affected by the recall have a different head unit software version

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 11 : 2018-2018 Mercedes-Benz AMG C63 Cabriolet

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WK8G 205.486 16 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 12 : 2018-2018 Mercedes-Benz AMG C63 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WJ8G 205.386 56 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 13 : 2018-2018 Mercedes-Benz AMG C63 S Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : WJ8H 205.387 78 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 14 : 2018-2019 Mercedes-Benz GLC300 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 0J4K 253.349 2917 vehicles.

The recall population was determined through potentially affected software versions. Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 15 : 2018-2019 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 0G4J 253.948 30118 vehicles.

The recall population was determined through potentially affected software versions. Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 16 : 2018-2019 Mercedes-Benz AMG GLC63 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 0J8J 253.388 95 vehicles.

The recall population was determined through potentially affected software versions. Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 17 : 2018-2018 Mercedes-Benz AMG C63

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : WF8G 205.086 54 vehicles.

The recall population was determined through potentially affected software versions. Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 18 : 2018-2018 Mercedes-Benz AMG C63 S  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : WF8H 205.087 60 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 19 : 2018-2019 Mercedes-Benz GLC300 4MATIC  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : GAS

Descriptive Information : 0G4K 253.949 21809 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 20 : 2018-2019 Mercedes-Benz GLC350e Plug-In Hybrid  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : HYBRID ELECTRIC

Descriptive Information : 0G5E 253.954 997 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 21 : 2018-2019 Mercedes-Benz AMG GLC43 Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : GAS

Descriptive Information : 0J6E 253.364 434 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 22 : 2018-2019 Mercedes-Benz AMG GLC43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 0G6E 253.964 901 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2017 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 23 : 2018-2019 Mercedes-Benz AMG GLC63 S Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 0J8K 253.389 49 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2018 - OCT 11, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 24 : 2018-2019 Mercedes-Benz AMG GLC63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 0G8J 253.988 205 vehicles.

The recall population was determined through potentially affected software versions.  
Vehicles not affected by the recall have a different head unit software version .

Production Dates : AUG 01, 2018 - OCT 11, 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 and GLC vehicles (205 and 253 platforms) equipped with Audio 20 head units and automatic child seat recognition the status of the passenger side airbags might be displayed incorrectly in the center console.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In such case, the user might not be informed correctly about the actual activation status of the passenger side airbags. As a consequence, the user might not be able to react properly to a potential false passenger classification which could increase the risk of injury for the passenger in case of a crash.

Description of the Cause : Due to a signal logic error the status of the passenger side airbags might not be transmitted to the display correctly.

Identification of Any Warning that can Occur : The customer may be made aware of the issue by an incorrect display of the passenger airbag status. In other cases the customer will not receive an advance warning due to the nature of issue.

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

In late February 2018, DAG launched initial investigations based on a single field report describing a condition where both the airbag off and on light were displayed at the same time.

In March 2018, a vehicle showing similar symptoms in the field was requested by DAG for further analysis.

In late April 2018, these analyses indicated a potential signal logic error between the seat mat, the head unit, and the display in the center console on this specific vehicle.

Subsequently additional analyses were initiated to identify a possible root cause for the signal logic error in May 2018.

In June and July 2018, these analyses suggested a potential timing issue of the head unit.



In August 2018, DAG and the supplier performed further testing to determine the root cause. The thesis that not only both lights can be displayed at the same time, but also the incorrect light could be displayed was confirmed.

In September 2018, possible consequences of an incorrect display of the passenger airbag status were analyzed.

In October 2018, a plant action was launched to rework all affected vehicles within reach of the plant and the potentially affected vehicles in the field were identified.

In November 2018, DAG determined that a potential safety risk could not be ruled out.

## Description of Remedy :

**Description of Remedy Program :** As a precautionary measure an authorized Mercedes-Benz dealer will update the head unit software in 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 :** Updated software.

**Identify How/When Recall Condition was Corrected in Production :** A change of the head unit software ensures that this issue can no longer occur from October 12, 2018 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign in December 2018. A copy of all communications will be provided when available.

Owners will be notified via an interim letter in January 2018, and again approximately one week after recall launch to the dealers in February 2018.

**Planned Dealer Notification Date :** DEC 14, 2018 - FEB 08, 2019

**Planned Owner Notification Date :** JAN 25, 2019 - FEB 08, 2019

\* NR - Not Reported