OMB Control No.: 2127-0004

Part 573 Safety Recall Report

18V-838

Manufacturer Name: Mercedes-Benz USA, LLC.

Submission Date: JAN 03, 2019 **NHTSA Recall No.:** 18V-838 **Manufacturer Recall No.:** 2018120009



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 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

Vehicle 3: 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 affe	ected by the rec	all have	a differen	t head unit software version.	
Production Dates :	AUC 01 2017 - (OCT 11 2018				
VIN Range 1:		NR	End:	NR	☐ Not sequential	
	0010 0010 M	I D COO	00.43445	EIG G	-	
	2018-2018 Mer		JU 4MA	HC Coupe		
Body Style :	LIGHT VEHICLE					
Power Train:						
		242 vobiolos				
Descriptive Information :	WJ4K 205.549 c	942 venicies.				
	The recall popul	lation was dete	rmined	through po	otentially affected software versions.	
	Vehicles not affe	ected by the rec	all have	a differen	t head unit software version.	
Production Dates :	AUG 01, 2017 - 0	OCT 11, 2018				
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
Vehicle 5 ·	2018-2018 Mer	cedes-Renz C30	00			
	LIGHT VEHICLE		,0			
Body Style :						
Power Train :						
Descriptive Information :		3819 vehicles.				
	The recall nonul	lation was doto	rminad	through no	otontially affected software versions	
	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:		NR	End:	NR	☐ Not sequential	
Vahiela 6 :	: 2018-2018 Mercedes-Benz C300 4MATIC					
	LIGHT VEHICLE		JU HIVIA	110		
Body Style :						
Power Train :						
Descriptive Information :		12501 vehicles.				
					otentially affected software versions. t head unit software version	
Production Dates :	AUG 01, 2017 - 0	OCT 11, 2018				

VIN Range 1 :	Begin :	NR	End: NR	☐ Not sequential		
Vehicle Type : Body Style : Power Train :	LIGHT VEHICLI 4-DOOR HYBRID ELECT	ES PRIC	50e Plug-In Hybrid			
•	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 : VIN Range 1 :		OCT 11, 2018 NR	End: NR	☐ Not sequential		
	GAS WK6E 205.464 The recall popu	ES 182 vehicles. Ilation was dete	ermined through poter	ntially affected software versions. ead unit software version		
Production Dates : VIN Range 1 :		OCT 11, 2018 NR	End: NR	☐ Not sequential		
	GAS WJ6E 205.364 The recall popu	ES 433 vehicles. Ilation was dete	ermined through poter	ntially affected software versions. ead unit software version .		
Production Dates : VIN Range 1 :	ŕ	OCT 11, 2018 NR	End: NR	☐ Not sequential		
	GAS WK8G 205.486	M & HEAVY VEI	HICLES	ntially affected software versions.		
				ead unit software version.		

Production Dates :	AUC 01 2017	በር ፐ 11 9 010					
VIN Range 1:		NR	End: N	JR	☐ Not sequential		
- VIIV Rulige 1	Begin:	TVIC	Liid.	VIC	Not sequential		
Vehicle 11:	2018-2018 Mer	rcedes-Benz Al	MG C63 S Ca	abriolet			
Vehicle Type :	LIGHT VEHICLE	ES					
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:		NR	End: N	JR	☐ Not sequential		
-	-						
	2018-2018 Mer		MG C63 Cou	ıpe			
V -	LIGHT VEHICLE	ES					
Body Style :							
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: N	NR .	■ Not sequential		
	2018-2018 Mer		MG C63 S C	oupe			
0 1	LIGHT VEHICLE	ŁS					
Body Style : Power Train :							
		70 -:-					
Descriptive Information	WJ8H 205.387	78 venicies.					
				rough potentially aff different head unit s	Cected software versions. Software version .		
Production Dates :	AUG 01, 2017 -	OCT 11, 2018					
VIN Range 1:		NR	End: N	NR	■ Not sequential		
		. –					
	2018-2018 Mer		MG C63				
V -	LIGHT VEHICLE	ŁS					
Body Style :	4-DUUK						

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 15:	2018-2018 Mer	cedes-Benz AM	G C63 S			
Vehicle Type :	LIGHT VEHICLE	ES				
Body Style :	4-DOOR					
Power Train :	GAS					
Descriptive Information :	WF8H 205.087	60 vehicles.				
					ally affected software versions. I unit software version .	
Production Dates :						
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
	GAS	ES	C300 4N	IATIC Coupe		
	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 Type : Body Style : Power Train :	GAS	ES	C300			
Descriptive Information :	UG4J 233.948 3	orro veilicles.				
				U -	ally affected software versions. I unit software version .	
Production Dates :	AUG 01, 2017 -	OCT 11, 2018				
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	

Vehicle 18:	2018-2019 Mer	cedes-Benz GLC	300 4M	IATIC			
Vehicle Type :	LIGHT VEHICLES						
Body Style :							
Power Train :	GAS						
Descriptive Information :	0G4K 253.949 21809 vehicles.						
P	The recall population was determined through potentially affected software versions.						
	Vehicles not affected by the recall have a different head unit software version.						
	AUG 04 0047	OCT 11 0010					
Production Dates :			ъ 1	ND			
VIN Range 1:	Begin:	NR	End:	NK	☐ Not sequential		
Vahiela 10:	2018-2019 Mer	codos-Ronz CI ('350a D	lug-In Hybrid			
	LIGHT VEHICLE		33061	iug-iii iiybiiu			
Body Style:		i.j					
o o	HYBRID ELECT	RIC					
Descriptive Information :	UGDE 203.904 9	97 venicies.					
	The recall popu	lation was detei	mined	through potentially affect	ed software versions.		
				a different head unit soft			
		· ·					
Production Dates :	AUG 01, 2017 - 0	OCT 11, 2018					
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential		
Vohiala 20.	2019 2010 Mayandag Dang AMC CI CA2 Carres						
	2018-2019 Mercedes-Benz AMG GLC43 Coupe						
V -	LIGHT VEHICLE	₁ S					
Body Style :							
Power Train:							
Descriptive Information :	0J6E 253.364 43	34 vehicles.					
	The recall nonu	lation was deter	mined	through potentially affect	ed 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		
W.1.1.04	0010 0010 15	1 D 414	0.01.040	2			
	2018-2019 Mer		G GLC43	3			
V -	LIGHT VEHICLE	.5					
Body Style :							
Power Train :							
Descriptive Information :	0G6E 253.964 9	01 vehicles.					
	The recall popu	lation was dotor	minad	through potentially affects	od software versions		
	The recall population was determined through potentially affected software versions. Vehicles not affected by the recall have a different head unit software version.						
	, chicles not and	include by the rec		amoroni noud unit solt			
Production Dates :	AUG 01, 2017 -	OCT 11, 2018					

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VIN Range 1	: Begin :	NR	End:	NR	☐ Not sequential	
Vehicle 22	hicle 22: 2018-2019 Mercedes-Benz AMG GLC63 Coupe					
Vehicle Type	: LIGHT VEHICL	ES		-		
Body Style	: SUV					
Power Train	: GAS					
Descriptive Information	: 0J8J 253.388 9	5 vehicles.				
				through potentially affecte e a different head unit softw		
Production Dates	: AUG 01, 2017 -	OCT 11, 2018				
VIN Range 1	: Begin :	NR	End:	NR	■ Not sequential	
Vehicle 23	: 2018-2019 Me	rcedes-Benz AM	IG GLC6:	3 S Coune		
	: LIGHT VEHICL		ra alco	o o coupe		
Body Style						
Power Train						
Descriptive Information	: 0J8K 253.389 49 vehicles.					
Duo duoti an Datag	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 : VIN Range 1 :		NR	End:	NP	☐ Not sequential	
	. Degiii .	TVIC	Ellu .	IVIC	Not sequential	
Vehicle 24	: 2018-2019 Me	rcedes-Benz AM	IG GLC6	3		
Vehicle Type	: LIGHT VEHICL	ES				
Body Style						
Power Train	: GAS					
Descriptive Information	: 0G8J 253.988 2	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 The customer may be made aware of the issue by an incorrect display of the

that can Occur: 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 Updated software.

from Recalled Component:

Identify How/When Recall Condition A change of the head unit software ensures that this issue can no longer

was Corrected in Production: 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 approximately one week after recall launch to the

dealers in January 2018.

Planned Dealer Notification Date: DEC 07, 2018 - NR Planned Owner Notification Date: JAN 09, 2019 - NR

* NR - Not Reported