

Part 573 Safety Recall Report

18V-909

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : FEB 01, 2019

NHTSA Recall No. : 18V-909

Manufacturer Recall No. : 2018120025



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 : 675

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes Benz C43 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.064 WF6E 99 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 2018

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 2 : 2019-2019 Mercedes Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.083 WF8D 26 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 2018

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 3 : 2019-2019 Mercedes Benz C300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.084 WF8E 38 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2019-2019 Mercedes Benz C43 AMG 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.364 WJ6E 65 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2019-2019 Mercedes Benz C300 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.383 WJ8D 131 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2019-2019 Mercedes Benz C300 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.384 WJ8E 72 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2019-2019 Mercedes Benz C43 AMG Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.464 WK6E 46 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 8 : 2019-2019 Mercedes Benz C300 Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.483 WK8D 134 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 9 : 2019-2019 Mercedes Benz C300 4MATIC Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.484 WK8E 64 Vehicles

The recall population was determined through production records. Unaffected vehicles have correct software installed.

Production Dates : JUL 05, 2017 - NOV 26, 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 Model Year ("MY") 2019 C-Class facelift vehicles (205 platform) the sleep mode functionality within the ESP-Software might not meet current production specification.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In case the customer removes the ignition key and leaves the vehicle, the sleep mode functionality of the ESP is initiated according to specification. Should this process be interrupted by a signal, the ESP control unit would not be reinitialized as intended. In this case the brake light would be permanently activated and a corresponding warning message would be displayed in the instrument cluster. Furthermore the ESP-function would be deactivated and the current status of the park brake could not be changed.

The park brake is automatically activated after parking upon opening of the driver door. Therefore, in most cases of an incomplete re-initialization of the ESP control unit, the vehicle could no longer be driven.

Should - in contrary to the security measure instructions against unintended rolling - the parking brake be deactivated by the customer, the vehicle could

still be driven without ESP-functionality being available. In this case the risk of a crash would be increased.
However, DAG is only aware of customer complaints describing a permanently activated park brake.

Description of the Cause : Due to an incorrect coding of the ESP-Software by a supplier the sleep mode functionality within the ESP-Software might not meet current specification.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : ZF Group
Address : Carl-Spaeter-Straße 8
Koblenz FOREIGN STATES 56070
Country : Germany

Chronology :

In the end of June 2018, DAG launched initial investigations based on internal findings in a production plant where the park brake of a vehicle could not be deactivated.

In July 2018, first results of these investigations indicated an incorrect coding of the ESP-Software as the root cause. Further analyses were performed including the determination of potential impacts of the incorrect coding of the ESP-Software. It was found that the incorrect coding resulted in an impaired sleep mode functionality of the ESP-system.

The analysis was extended to examine field complaints that could be associated with the issue.

In October 2018, these investigations showed that an interruption of the sleep mode functionality of the ESP-system after vehicle parking might in certain cases lead to a disabled control of the park brake and a deactivation of the ESP-function.

In November 2018, the range of potentially affected vehicles was determined.

In the beginning of December 2018, DAG determined that a potential safety risk cannot be ruled out, as a scenario where the customer leaves the vehicle with deactivated park brake could not completely be ruled out.

Description of Remedy :

Description of Remedy Program : As a precautionary measure, an authorized Mercedes-Benz dealer will update the ESP-Software. 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 updated ESP-Software.

Identify How/When Recall Condition was Corrected in Production : A change in the ESP-Software ensures that this issue can no longer occur from November 29, 2018 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign in January 2019. Owners will be notified approximately one week after recall launch to the dealers in February 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : JAN 04, 2019 - NR

Planned Owner Notification Date : JAN 29, 2019 - NR

* NR - Not Reported