

Part 573 Safety Recall Report

20V-089

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : MAR 26, 2020

NHTSA Recall No. : 20V-089

Manufacturer Recall No. : 2020030019



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 : 2,101

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 118.346 5J4G 96 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2020-2020 Mercedes-Benz CLA250 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 118.347 5J4H 87 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz CLA35 AMG 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 118.351 5J5B 11 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2020-2021 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.148 FB4J 407 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2020-2021 Mercedes-Benz GLE350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.149 FB4K 776 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2020-2021 Mercedes-Benz GLE450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.159 FB5K 56 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2021-2021 Mercedes-Benz GLE53 AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.361 FD6B 38 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2021-2021 Mercedes-Benz GLE63S AMG 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.189 FB8K 10 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2020-2021 Mercedes-Benz GLS450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.959 FF5K 596 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 10 : 2020-2021 Mercedes-Benz GLS580 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.986 FF8G 12 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 11 : 2021-2021 Mercedes-Benz Maybach GLS600 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.987 FF8H 1 Vehicle

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 12 : 2021-2021 Mercedes-Benz GLS63 AMG 4MATIC
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : 167.989 FF8K 11 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population are equipped with instrument cluster software that correctly activates all interior switch lighting.

Production Dates : AUG 08, 2019 - JAN 28, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Mercedes-Benz AG, ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 CLA-Class (118 platform) and GLE-Class (167 platform), GLS-Class (X167 platform) vehicles, the instrument cluster software might not meet current production specifications.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : If the driver were to activate the hazard lights while the ignition is switched off, the hazard light switch would continue to flash as intended, but the illumination of the additional switches in the vehicle (switch bar, overhead control unit, steering wheel, etc.) might be deactivated.

If the driver were to switch off the hazard lights during this ignition-off, the switch illumination would be activated again throughout the vehicle as soon as the ignition is switched on.

However, if the driver were to start the engine while the hazard lights are still switched on, the illumination of the vehicle interior switches would stay deactivated until the hazard lights are switched off and a new ignition cycle is initiated. If the interior light switches are not illuminated, they may be more difficult to find and operate, increasing the risk of a crash. Furthermore, the switch illumination might not comply with the requirements of FMVSS 101 5.3.1

The functions of the hazard lights and the overhead control unit as well as all switches would not be affected. All interior cabin lighting remains fully functional.

Description of the Cause : Due to a deviation in the development process at a supplier, a version of the instrument cluster software might not meet the specification.

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : Visteon

Address : Amalienbadstrasse 41a
Karlsruhe FOREIGN STATES 76227

Country : Germany

Chronology :

In the end of November 2019, MBAG launched initial investigations based on a finding during internal tests where the illumination of certain switches in the vehicle were temporarily deactivated. MBAG conducted further analysis to understand the situations under which this condition could occur.

The preliminary results of the investigations indicated a correlation between the hazard light activation and the temporary deactivation of the switch illumination. Further analysis were initiated to better understand the nature of the failure mode and its effects.

The investigation found that the switch illumination only is deactivated under very specific operating conditions - when the hazard lights are switched on while the ignition is turned off - and that the condition would no longer occur if the hazard lights were deactivated while the ignition remained off. However, if the driver were to start the engine with the hazard lights active, the condition would remain until there was a new ignition cycle with the hazard lights turned off. Simultaneously, a review of the instrument cluster software was performed and an analysis of the particular controls, telltales and indicators that were potentially affected by this condition. MBAG's review indicated an incorrect software coding by a supplier as the root cause and that this incorrect coding only affects a specific software version of the instrument cluster. MBAG also found that the functionality of the switches was not affected by the condition. In parallel, the range of potentially affected vehicles equipped with the affected software version was determined via production records. On February 7, 2020, MBAG decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the instrument cluster 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 none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : instrument cluster software meeting current production specifications

Software Number:
Part-No.

A177 904 75 01
A177 902 73 15
A177 902 74 15
A177 902 75 15
A177 902 76 15
A177 902 77 15
A177 904 76 01
A177 902 78 15
A177 902 79 15
A177 902 80 15
A177 902 81 15
A177 902 82 15

Identify How/When Recall Condition was Corrected in Production : A change in the instrument cluster software ensures that this issue can no longer occur from Jan 29, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on February 21, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on April 14, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : FEB 21, 2020 - NR

Planned Owner Notification Date : APR 14, 2020 - NR

* NR - Not Reported