

Part 573 Safety Recall Report

21V-071

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : MAR 26, 2021

NHTSA Recall No. : 21V-071

Manufacturer Recall No. : 2021030004



Manufacturer Information :

Population :

Manufacturer Name : Mercedes-Benz USA, LLC

Address : 13470 International Parkway

Jacksonville FL 32218

Company phone : 1-877-496-3691

Number of potentially involved : 41,838

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLE350 37383 vehicles.

The recall population was determined through production records. Vehicles outside of the recall population have ESP Software that meets current production specifications.

Production Dates : JUN 28, 2018 - JUL 06, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2020-2021 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLE450 4451 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have ESP Software that meets current production specifications.

Production Dates : JUN 28, 2018 - JUL 06, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLE580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020 GLE580 2 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have ESP Software that meets current production specifications.

Production Dates : JUN 28, 2018 - JUL 06, 2020

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

Vehicle 4 : 2020-2020 Mercedes-Benz GLS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020 GLS450 1 vehicle. The recall population was determined through production records. Vehicles outside of the recall population have ESP Software that meets current production specifications.

Production Dates : JUN 28, 2018 - JUL 06, 2020

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

Vehicle 5 : 2020-2020 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020 GLS580 1 Vehicle. The recall population was determined through production records. Vehicles outside of the recall population have ESP Software that meets current production specifications.

Production Dates : JUN 28, 2018 - JUL 06, 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 GLE-Class vehicles (167 platform) the ESP software might not meet current production specifications. In certain driving scenarios, these vehicles may fail to conform to the requirements of Federal Motor Vehicle Safety Standard ("FMVSS") 126 S7.9.4

FMVSS 1 : 126 - Electronic stability control systems

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle's ESP Software does not meet current production specifications, affected vehicles may fail to conform to FMVSS 126 S7.9.4. In a certain

automated test scenario with a driving maneuver that requires a very fast change of direction in an evasive situation, torque may be applied to one of the front wheels, pulling the vehicle to one side, increasing the risk of a crash.

Description of the Cause : Due to a deviation in the supplier development process, the ESP software might not meet current production specifications.

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 : Software ESP

Component Description : Software for ESP

Component Part Number : A1679020202

Component Name 2 : Software ESP

Component Description : Software for ESP

Component Part Number : A1679027105

Supplier Identification :

Component Manufacturer

Name : ZF Active Safety GmbH

Address : Carl-Spaeter-Straße 8
Koblenz Foreign States D-56070

Country : Germany

Chronology :

Beginning in February 2019, MBAG launched an investigation following internal certification related testing that indicated one of the front wheels was pulling the vehicle to one side during a specific test maneuver. The maneuver involves the driver making a series of rapid and sharp S-turns of the steering wheel where the driver turns the steering wheel 258 degrees in 0.4 seconds and then back 516 degrees in 0.7 seconds without applying the brakes. Follow up tests were conducted in July 2019, to understand if the behavior of the vehicle in the initial test was an anomaly and an isolated event. Updated ESP software was implemented in the interim and a plant action was launched in late 2020, until the relevance of the vehicle behavior could be analyzed. The investigation considered the likelihood of this particular driving maneuver and found that the particular S-turn

maneuver was unlikely to occur under real world driving conditions. However, if it did occur, the driver is likely to initiate vehicle braking as an immediate reaction or, the automatic emergency brake assist feature would activate to prevent the front wheel from pulling the vehicle to one side. Upon further review of the requirements of FMVSS 126 S7.9.4, on February 5, 2021, MBAG determined that a non-compliance with FMVSS 126 cannot be ruled out and decided to conduct a recall on the potentially affected vehicles.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the ESP 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 : ESP software according to specification.
Software ESP A1679026208

Identify How/When Recall Condition was Corrected in Production : A change of the software version at Daimler's supplier ensures that this issue can no longer occur from July 07, 2020 onwards

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on February 22, 2021. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on April 13, 2021.
A copy of all communications will be provided when available.

Planned Dealer Notification Date : FEB 22, 2021 - NR

Planned Owner Notification Date : APR 13, 2021 - NR

* NR - Not Reported