

# Part 573 Safety Recall Report

# 22V-168

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** MAR 25, 2022**NHTSA Recall No. :** 22V-168**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 :** 22  
**Estimated percentage with defect :** 100 %

**Vehicle Information :****Vehicle 1 :** 2008-2009 Mercedes-Benz C300**Vehicle Type :** LIGHT VEHICLES**Body Style :** 4-DOOR**Power Train :** GAS**Descriptive Information :** Mercedes-Benz 2008-2009 C-Class 14 vehicles.

The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct software configuration installed on the control units.

**Production Dates :** FEB 22, 2006 - OCT 28, 2013**VIN Range 1 : Begin :** NR **End :** NR Not sequential**Vehicle 2 :** 2008-2008 Mercedes-Benz C350**Vehicle Type :** LIGHT VEHICLES**Body Style :** 4-DOOR**Power Train :** GAS**Descriptive Information :** Mercedes-Benz 2008 C-Class 2 vehicles.

The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct software configuration installed on the control units.

**Production Dates :** FEB 22, 2006 - OCT 28, 2013**VIN Range 1 : Begin :** NR **End :** NR Not sequential

Vehicle 3 : 2009-2009 Mercedes-Benz CLK550

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2009 CLK-Class 1 vehicle

The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct software configuration installed on the control units.

Production Dates : FEB 22, 2006 - OCT 28, 2013

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2010-2010 Mercedes-Benz E350

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2010 E-Class1 vehicle.

The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct software configuration installed on the control units.

Production Dates : FEB 22, 2006 - OCT 28, 2013

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2014-2014 Mercedes-Benz G550

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2014 G-Class 1 vehicle

The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct software configuration installed on the control units.

Production Dates : FEB 22, 2006 - OCT 28, 2013

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 6 : 2007-2007 Mercedes-Benz SL550

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2007 SL-Class 1 vehicle

The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct software configuration installed on the control units.

Production Dates : FEB 22, 2006 - OCT 28, 2013

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 7 : 2007-2007 Mercedes-Benz SLK280

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2007 SLK-Class 1 vehicle

The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct software configuration installed on the control units.

Production Dates : FEB 22, 2006 - OCT 28, 2013

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 8 : 2008-2008 Mercedes-Benz SLK350

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2008 SLK-Class 1 vehicle

The recall population was determined through production and diagnostics records. Vehicle outside of the recall have the correct software configuration installed on the control units.

Production Dates : FEB 22, 2006 - OCT 28, 2013

VIN Range 1 : Begin : NR End : NR

Not sequential

## Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2007-2014 SLK-Class (171 platform), C-Class (204 platform), E-Class Coupe/Convertible (207 platform), CLK-Class (209 platform), SL-Class (230 platform) and G-Class (463 platform) vehicles. Various control units may have been updated with incorrect software configuration during a service repair.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, installation of incorrect software configurations could cause one or various control units to malfunction. Various system failures, such as loss of drive power, reduced exterior lighting, or loss of dynamic control functions including stability and traction control might occur, which can increase the risk of a crash and/or exhaust emissions depending on the control unit affected.

Description of the Cause : Due to a deviation in the IT-backend of the workshop diagnostics system, configurations might have been written into one or more control units, that do not meet current production specifications.

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

## Involved Components :

Component Name 1 : Software Gateway

Component Description : Software Gateway

Component Part Number : A2049024203

Component Name 2 : Software Gateway

Component Description : Software Gateway

Component Part Number : A2044423300

Component Name 3 : Software BC\_F

Component Description : Software BC\_F

Component Part Number : A2044423700

Component Name 4 : Software ESP

Component Description : Software ESP

Component Part Number : A2049022100

Component Name 5 : Software ME

Component Description : Software ME

Component Part Number : A2739020200

Component Name 6 : Software ME

Component Description : Software ME

Component Part Number : A2739032000

Component Name 7 : Software ME

Component Description : Software ME

Component Part Number : A2729021000

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Component Name 8 : Software ME

Component Description : Software ME

Component Part Number : A2729036600

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Component Name 9 : Software ME

Component Description : Software ME

Component Part Number : A2729020900

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Component Name 10 : Software ME

Component Description : Software ME

Component Part Number : A2729035000

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Component Name 11 : Software ME

Component Description : Software ME

Component Part Number : A0064475940

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Component Name 12 : Software ME

Component Description : Software ME

Component Part Number : A0094489240

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Component Name 13 : Software ME

Component Description : Software ME

Component Part Number : A0064477440

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Component Name 14 : Software ME  
Component Description : Software ME  
Component Part Number : A0094489340

Component Name 15 : Software ME  
Component Description : Software ME  
Component Part Number : A2729020000

Component Name 16 : Software ME  
Component Description : Software ME  
Component Part Number : A2729036700

Component Name 17 : Software ME  
Component Description : Software ME  
Component Part Number : A2739020500

Component Name 18 : Software ME  
Component Description : Software ME  
Component Part Number : A2739031800

## Supplier Identification :

### Component Manufacturer

Name : Mercedes-Benz AG  
Address : NR  
Foreign States  
Country : Germany

## Chronology :

In July 2021, MBAG was informed by an authorized Mercedes-Benz dealer of a configuration deviation in a

vehicle control unit following an update performed by the workshop diagnostics tool. MBAG initiated an investigation into the issue and determined that incorrect vehicle configuration data had been calculated by the IT-backend of the diagnostics system and written into the control unit of some vehicles. MBAG's investigation determined that the error in the IT-backend of the diagnostics tool only occurred from July 06, 2021 to July 14, 2021. From August to October 2021, MBAG conducted an extensive investigation to determine which vehicle control units potentially could be affected by the calculation error. This investigation also included an exhaustive review of production and diagnostics records to identify specific vehicles that may have had deviating configuration data installed during a workshop visit. From November 2021 until late February 2022, MBAG performed a detailed investigation and analysis of potential configuration deviations in affected control units to determine if there were any potential effects on safety, compliance and emissions. MBAG has not received any customer complaints or reports of a crash, injury or property damage associated with the software deviation. Nonetheless, on March 11, 2022, MBAG determined that it could not rule out the risk that a deviation in an affected vehicle control unit could pose a risk to safety, compliance and/or emissions. Accordingly, MBAG will conduct a recall of affected vehicles.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will update the software configuration of the affected control units on the vehicles.

Pursuant to 49 C.F.R. § 577.11, MBUSA plans to provide notice about pre-notice reimbursement to owners since some of the involved vehicles would have been previously subject to the condition described

**How Remedy Component Differs from Recalled Component :** Control Unit configurations meet current production specifications

Software Gateway	A2049024203
Software Gateway	A2044423300
Software BC_F	A2044423700
Software ESP	A2049022100
Software ME	A2739020200
Software ME	A2739032000
Software ME	A2729021000
Software ME	A2729036600
Software ME	A2729020900
Software ME	A2729035000
Software ME	A0064475940
Software ME	A0094489240
Software ME	A0064477440
Software ME	A0094489340
Software ME	A2729020000
Software ME	A2729036700
Software ME	A2739020500
Software ME	A2739031800

**Identify How/When Recall Condition was Corrected in Production :** A change in the IT-backend of the workshop diagnostics system ensures that this issue can no longer occur at a workshop visit from July 15, 2021 onwards.

**Recall Schedule :**

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on March 25, 2022. Owners will be notified of the voluntary recall campaign before May 17, 2022. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** MAR 25, 2022 - NR

**Planned Owner Notification Date :** MAY 17, 2022 - NR

\* NR - Not Reported