

Part 573 Safety Recall Report

22V-189

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** APR 28, 2022**NHTSA Recall No. :** 22V-189**Manufacturer Recall No. :** 2022040010**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 8,396

Address : 13470 International Parkway

Estimated percentage with defect : 1 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

Vehicle Information :

Vehicle 1 : 2021-2021 Mercedes-Benz AMG CLS53

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG CLS53 136 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2022 Mercedes-Benz E350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 E350 2217 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2021-2022 Mercedes-Benz E450 Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG E450 Cabriolet 391 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 4 : 2021-2022 Mercedes-Benz E450 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG E450 Coupe 215 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 5 : 2021-2022 Mercedes-Benz E450 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG E450 Wagon 500 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 6 : 2021-2022 Mercedes-Benz E450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG E450 558 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 7 : 2021-2022 Mercedes-Benz AMG E53 Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG E53 Cabriolet 273 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 8 : 2021-2022 Mercedes-Benz AMG E53 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG E53 Coupe 313 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 9 : 2021-2022 Mercedes-Benz AMG E53

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG E53 293 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 10 : 2021-2021 Mercedes-Benz AMG E63 Wagon S

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG E63 Wagon S 178 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 11 : 2021-2021 Mercedes-Benz AMG E63 S

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG E63 S 563 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 12 : 2021-2022 Mercedes-Benz S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 S580 1894 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 13 : 2021-2022 Mercedes-Benz Mercedes-Maybach S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 Mercedes-Maybach S580 47 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 14 : 2022-2022 Mercedes-Benz EQS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2022 EQS450 45 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 15 : 2022-2022 Mercedes-Benz EQS580
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 EQS580 89 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 16 : 2022-2022 Mercedes-Benz AMG GT43
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 AMG GT43 6 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 17 : 2022-2022 Mercedes-Benz AMG GT53
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 AMG GT53 15 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 18 : 2022-2022 Mercedes-Benz AMG GT63 S
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 AMG GT63 S 1 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 19 : 2022-2022 Mercedes-Benz S500

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 S500 558 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 20 : 2022-2022 Mercedes-Benz AMG EQS

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2022 AMG EQS 2 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 21 : 2022-2022 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 C300 8 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 22 : 2022-2022 Mercedes-Benz CLS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 CLS450 64 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 23 : 2022-2022 Mercedes-Benz AMG SL55

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 AMG SL55 22 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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

Vehicle 24 : 2022-2022 Mercedes-Benz AMG SL63

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2022 AMG SL63 8 Vehicle The recall population was determined through production records. Vehicles outside of the recall population have software of the hand detection control unit software according to current production specifications.

Production Dates : FEB 10, 2020 - FEB 28, 2022

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") 2021-2022 C-Class (206 platform), E-Class (213 platform), S-Class (223 platform), SL (232 platform), E-Class Coupe/Convertible (238 platform), CLS (257 platform), AMG GT 4-doors Coupe (290 platform) and EQS (297 platform) vehicles that have a leather steering wheel with steering wheel heating, the hands-off detection might not detect when the driver's hands are away from the steering wheel when using the Active Distance Assist DISTRONIC system.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this situation, a driver may not receive a warning message prompting the driver to grip the steering wheel as described in the owner's manual. Additionally, in the event of a medical emergency involving the driver (e.g. driver loses consciousness), the vehicle could continue to drive and would not trigger the Active Emergency Stop Assist, as intended. Therefore, the vehicle would not stop and would not conduct an emergency call. In this case, First Responders would not be called to the vehicle, which could further increasing the risk of injury of the medical emergency.

Description of the Cause : Due to a production deviation at a supplier, the hands-off detection on the leather steering wheel with steering wheel heating might not meet current production specifications.

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

Involved Components :

Component Name 1 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009026471

Component Name 2 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009028672

Component Name 3 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009025575

Component Name 4 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009028381

Component Name 5 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009027485

Component Name 6 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009023262

Component Name 7 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009026571

Component Name 8 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009025475

Component Name 9 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009028281

Component Name 10 : Software Hand Brake System

Component Description : Hand Detection Control Unit Software

Component Part Number : A0009027585

Supplier Identification :

Component Manufacturer

Name : Autoliv Iso Delta

Address : Z.I, 86190 Chiré-en-Montreuil, France
Chiré-en-Montreuil Foreign States 86190

Country : France

Chronology :

In the end of June 2021, MBAG launched initial investigations based on a finding during an internal test drive indicating that the hands-off detection on a specific steering wheel did not work properly.

In August 2021, both MBAG and the supplier conducted analyses to identify the root cause.

In September 2021, the supplier launched a check in its plant to identify potentially affected parts.

In November 2021, a software update was available in all potentially affected MBAG plants. Accordingly, MBAG initiated a plant rework campaign to update the software to current production specifications.

Starting from mid-November, MBAG conducted analyses to identify potentially affected vehicles in the field and potential consequences.

In January 2022, MBAG analyzed the likelihood of the failure pattern outlined above together with the supplier. In general, neither field complaints nor other reports associated with the described issue above were received. On March 18, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the hand detection control unit software for the Active Distance Assist DISTRONIC system.

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 : Software of the hand detection control unit software according to current production specifications.

Part Number: A0009026471, A0009028672, A0009025575, A0009028381, A0009027485, A0009023262, A0009026571, A0009025475, A0009028281, A0009027585

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure of our supplier ensures that this issue can no longer occur from March 1, 2022 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on April 1, 2022. Owners will be notified of the voluntary recall campaign before May 20, 2022. A copy of all communications will be provided when available.

Planned Dealer Notification Date : APR 01, 2022 - NR

Planned Owner Notification Date : MAY 20, 2022 - NR

* NR - Not Reported