

Part 573 Safety Recall Report

22V-190

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** MAR 31, 2022**NHTSA Recall No. :** 22V-190**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 : 8
Estimated percentage with defect : 100 %

Vehicle Information :**Vehicle 1 :** 2022-2022 Mercedes-Benz EQS 450**Vehicle Type :** LIGHT VEHICLES**Body Style :** 4-DOOR**Power Train :** NR

Descriptive Information : Mercedes-Benz 2021 EQS450 3 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have Overhead Control Panel eCall button software according to current production specifications.

Production Dates : FEB 15, 2021 - MAR 20, 2021

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

Vehicle 2 : 2022-2022 Mercedes-Benz EQS 580**Vehicle Type :** LIGHT VEHICLES**Body Style :** 4-DOOR**Power Train :** NR

Descriptive Information : Mercedes-Benz 2022 EQS 580 5 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have Overhead Control Panel eCall button software according to current production specifications.

Production Dates : FEB 15, 2021 - MAR 20, 2021

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") 2022 EQS-Class (297 platform) vehicles, if an under voltage occurs and the battery disconnect activates, the overhead control panel might be permanently deactivated due to a software error.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Only in the case of a manual initiation of an emergency call, the activation of the SOS-button would not be registered by the communication module. As a result, it would not be possible to establish a connection to the emergency center and no vehicle data would be transferred. As a consequence, First Responders might not be guided to the vehicle, which may increase the emergency vehicle response time, which subsequently may increase the risk of injury. The automatic emergency call function is not affected.

Description of the Cause : Due to a fault in the supplier software, if an under voltage occurs and the battery disconnect activates, the overhead control panel might deactivate.

Identification of Any Warning that can Occur : When the issue occurs, the driver may be made aware of the issue by a warning message in the instrument cluster.

Involved Components :

Component Name 1 : Overhead Control Panel Software

Component Description : Overhead Control Panel Software

Component Part Number : A0009028378

Supplier Identification :

Component Manufacturer

Name : Flextronics Automotive GmbH & Co. KG

Address : Arthur-B.-Modine-Straße 1
Filderstadt Foreign States 70794

Country : Germany

Chronology :

In March 2021, MBAG launched initial investigations based on the discovery of a fault during a test drive. MBAG implemented a plant action to update the software of all potentially affected vehicles which were still accessible to MBAG. In June 2021, it was detected that some vehicles had left the plant without an updated software. In the following months, the potentially affected vehicles in the field were identified. In parallel, MBAG launched extensive investigations if the failure of the overhead control panel could affect safety and compliance. Further testing was conducted regarding the probability of such a failure occurring. On March 18, 2022, MBAG determined that a potential safety risk could not be ruled out and decided to conduct a recall. MBAG is not aware of any customer complaints with regards to this topic.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the software of the overhead control panel according to current production specifications. 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 overhead control panel eCall button to current production specifications: A0009028182.

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 August 10, 2021 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 24, 2022. A copy of all communications will be provided when available.

Planned Dealer Notification Date : APR 01, 2022 - NR

Planned Owner Notification Date : MAY 24, 2022 - NR

* NR - Not Reported