

# Part 573 Safety Recall Report

## 23V-733

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** DEC 01, 2023**NHTSA Recall No. :** 23V-733**Manufacturer Recall No. :** 2023110007**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 8

Address : 13470 International Parkway  
Jacksonville FL 32218

Estimated percentage with defect : 100 %

Company phone : 1-877-496-3691

**Vehicle Information :**

Vehicle 1 : 2020-2020 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLS 8 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have a sunroof control unit equipped with software that conforms to the standards set forth in FMVSS 118, S6(a)(1).

Production Dates : FEB 08, 2019 - SEP 20, 2019

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 2020 GLS (167 platform) vehicles, the sunroof control unit software might not meet current production specifications. In this case, the sunroof might automatically close when the vehicle's "car-wash-mode" is activated.

FMVSS 1 : 118 - Power-operated window systems

FMVSS 2 : NR

Description of the Safety Risk : The car-wash-mode is activated via the central touch display or the touchpad in the center console.

Although anti-pinch protection is in place, using the actuation device test procedure in FMVSS 118, S6(a)(1) might allow the sunroof to automatically close, which is contrary to the requirements of the regulation.

The unintended auto-closure of the sunroof might pose a risk of injury

Description of the Cause : Due to a deviation in the development process, the affected vehicles are

Identification of Any Warning that can Occur : equipped with a sunroof control unit software version that includes an automatic closing function of the sunroof when the car-wash-mode is activated. The driver will not receive a warning due to the nature of the failure mechanism.

### Involved Components :

Component Name 1 : SOFTWARE ASHD

Component Description : SOFTWARE ASHD

Component Part Number : A1679020606

### Supplier Identification :

#### Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

### Chronology :

In May, 2019, MBAG found that there was a deviation in the software-development process which allowed the sunroof to be closed automatically through operation of the car wash mode via touchpad. This operation was inconsistent with the design intent. A plant action was initiated to reflash the software.

In June, 2019, it was determined that certain vehicles may have been released from the plant without the software reflash. Therefore initial investigations were launched immediately to identify the affected vehicle population and where these vehicles are located. Through summer and early autumn, MBAG conducted a review of the circumstances under which the sunroof could be closed and determined that there was no safety risk due to the automatic reverse feature and because multiple steps were required to initiate the car wash mode so there was no risk of the sunroof closing inadvertently.

Subsequently, in November, 2019, the question was raised whether the ability to close the sunroof in the car wash mode was consistent with the circumstances under which the sunroof could be operated.

A review of legal and regulatory provisions ensued into 2020, and on May 4, 2020, MBAG determined that the operation of sunroof as a consequence of the activation of the car wash mode via the central touch display or the touchpad of the center console might be considered a noncompliance.

MBAG therefore decided to report a noncompliance with a request for inconsequential treatment.

Some of the affected vehicles could have been resolved while still in access at the dealerships in advance of customer delivery.

On October 25, 2023, NHTSA published its denial of MBAG's petition for inconsequentiality in the Federal

Register.

In accordance with that denial, MBAG determined on October 27, 2023 to conduct a recall.

MBAG confirms there are no warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries) related to this defect in the USA.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the sunroof control unit 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 : Sunroof control unit software according to specification. SOFTWARE ASHD A1679020606

Identify How/When Recall Condition was Corrected in Production : A change of the development process ensures that this issue can no longer occur from September 23, 2019 onwards.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on November 8, 2023. Owners will be notified of the voluntary recall campaign on December 15, 2023.

A copy of all communications will be provided when available.

Planned Dealer Notification Date : NOV 08, 2023 - NR

Planned Owner Notification Date : DEC 15, 2023 - NR

\* NR - Not Reported