

Part 573 Safety Recall Report

24V-118

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : MAR 15, 2024

NHTSA Recall No. : 24V-118

Manufacturer Recall No. : 2024030007



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 : 105,071

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2023 Mercedes-Benz GLE 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2023 GLE 450 32,308 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have transmission control unit software that meets current production specifications.

Production Dates : FEB 01, 2018 - AUG 19, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2020-2023 Mercedes-Benz GLS 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2023 GLS 450 72,763 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have transmission control unit software that meets current production specifications.

Production Dates : FEB 01, 2018 - AUG 19, 2023

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") 2020-2023 GLE/GLS vehicles (167 platform) equipped with the 6-cylinder gasoline engine and 9-speed transmission, the transmission control unit software might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a downshift of the transmission from 7th to 6th gear is not fully completed during a simultaneous slight braking maneuver of the vehicle, and additional conditions exist (e.g. aborted shift operation, low transmission oil temperature, simultaneous recuperation by the 48V starter-alternator), the engine might stall. In that event, the vehicle would lose propulsion. As a consequence, the risk of a crash might increase. When the vehicle comes to a standstill the engine can be restarted.
This occurrence does not affect the functionality of the vehicle’s steering and braking systems.

Description of the Cause : Due to a deviation in the transmission control unit software, the engine could stall if a combination of conditions and circumstances occur simultaneously.

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 : TRANSMISSION SOFTWARE

Component Description : TRANSMISSION SOFTWARE

Component Part Number : A0009023250

Component Name 2 : TRANSMISSION SOFTWARE

Component Description : TRANSMISSION SOFTWARE

Component Part Number : A0009022753

Component Name 3 : TRANSMISSION SOFTWARE

Component Description : TRANSMISSION SOFTWARE

Component Part Number : A0009026256

Component Name 4 : TRANSMISSION SOFTWARE

Component Description : TRANSMISSION SOFTWARE

Component Part Number : A0009028565

Component Name 5 : TRANSMISSION SOFTWARE

Component Description : TRANSMISSION SOFTWARE

Component Part Number : A0009028773

Component Name 6 : TRANSMISSION SOFTWARE

Component Description : TRANSMISSION SOFTWARE

Component Part Number : A0009020578

Supplier Identification :

Component Manufacturer

Name : MBAG

Address : NR

NR

Country : NR

Chronology :

In March 2022, MBAG initiated an investigation of field reports alleging that certain GLE/GLS (167 platform) vehicles stalled while driving.

MBAG began its analysis by conducting a detailed review of field data and vehicle diagnostic information. These analyses identified some abnormalities that occurred during automatic transmission shifting from 7th to 6th gear. Based on data and information available at that time, MBAG could not connect the reported engine stalling incidents to the shifting abnormalities and did not identify any systemic failure.

From mid-2022 through 2023, MBAG retrieved vehicles from the field whose owners had reported similar stalling incidents and installed data logger hardware for further analysis and testing and attempted to reproduce the reported stalling phenomenon.

In parallel, MBAG developed an advanced diagnostic software feature for workshop technicians to gather and analyze additional data from vehicles with reported stalling incidents and distributed this new diagnosis feature to its service partners.

In May 2023, MBAG succeeded in duplicating the described issue on a single vehicle and record relevant data with an installed data logger. MBAG used that result and related findings as the basis for further in-depth testing, investigations, and analysis of potential failure mechanisms. MBAG's investigation of the complex and multi-factored phenomenon continued through the end of 2023 and early 2024. Extensive analysis was required to determine the combination of multiple conditions and other factors necessary to allow stalling to occur. MBAG also compared its testing analyses and hypotheses with the additional diagnostic data collected from the field by its service partners using the diagnostic feature developed for this investigation. Please see Chronology Supplement.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will update the transmission control unit software on the potentially affected 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 could have been previously subject to the condition described.	
How Remedy Component Differs from Recalled Component :	Vehicles outside of the recall population have transmission control unit software that meets current production specifications.	
	Remedy Part No:	
	TRANSMISSION SOFTWARE	A0009025179
	TRANSMISSION SOFTWARE	A0009025279
	TRANSMISSION SOFTWARE	A0009025379
	TRANSMISSION SOFTWARE	A0009025479
	TRANSMISSION SOFTWARE	A0009025579
	TRANSMISSION SOFTWARE	A0009025679
Identify How/When Recall Condition was Corrected in Production :	The end of series production of the potentially affected vehicles ensures this issue can no longer occur from November 3, 2023 onwards.	

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on February 23, 2024. Owners will be notified of the voluntary recall campaign before April 16, 2024. A copy of all communications will be provided when available.	
Planned Dealer Notification Date :	FEB 23, 2024 - NR	
Planned Owner Notification Date :	MAR 29, 2024 - NR	

* NR - Not Reported