



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V281

Manufacturer Name: Mercedes-Benz USA, LLC

Submission Date: May 13, 2026

NHTSA Recall No.: 26V281

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Mercedes-Benz USA, LLC

Address: 13470 International
Parkway
Jacksonville FL, 32218

Total number of potentially involved: 144,049

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2026-2026 MERCEDES-BENZ AMG GLC43

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 99

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 2: 2025-2025 MERCEDES-BENZ AMG E 53 E 4MATIC+

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,797

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 3: 2026-2026 MERCEDES-BENZ AMG SL55 4MATIC+

Part 573 Safety Recall Report**26V281****Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 28**Descriptive Information:**

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 4: 2025-2025 MERCEDES-BENZ GLC 300 4MATIC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 25,044**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 5: 2026-2026 MERCEDES-BENZ AMG SL43**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 50**Descriptive Information:**

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 6: 2026-2026 MERCEDES-BENZ AMG C63 S E PERFORMANCE
4MATIC+**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:**

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Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 2

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 7: 2025-2025 MERCEDES-BENZ AMG GLC63 S E 4MATIC+

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 506

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 8: 2025-2025 MERCEDES-BENZ AMG C43 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,696

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 9: 2026-2026 MERCEDES-BENZ C 300

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 86

Descriptive Information:

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The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 10: 2025-2025 MERCEDES-BENZ AMG GLC43 4MATIC COUPE

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,948

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 11: 2024-2024 MERCEDES-BENZ AMG CLE53 4MATIC+

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,718

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 12: 2025-2025 MERCEDES-BENZ CLE 450 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 496

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

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The recall population was based on potentially affected software versions.

Vehicle 14: 2026-2026 MERCEDES-BENZ AMG CLE53 4MATIC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 162**Descriptive Information:**

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 15: 2025-2025 MERCEDES-BENZ CLE 300 4MATIC CABRIOLET**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 2,368**Descriptive Information:**

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 16: 2025-2025 MERCEDES-BENZ GLC 300**Product Category:** Light Vehicles**Product Type:**

Part 573 Safety Recall Report**26V281****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 13,074**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 17: 2025-2025 MERCEDES-BENZ E 350**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 4,154**Descriptive Information:**

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 18: 2025-2025 MERCEDES-BENZ AMG GLC63 S E 4MATIC+ COUPE**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 915**Descriptive Information:**

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 19: 2026-2026 MERCEDES-BENZ AMG C43 4MATIC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 4**Descriptive Information:**

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The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 20: 2024-2024 MERCEDES-BENZ E 450 4MATIC ALL-TERRAIN

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 545

Descriptive Information:

The recall population was based on potentially affected software versions.

Vehicle 21: 2026-2026 MERCEDES-BENZ E 350

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 432

Descriptive Information:

The recall population was based on potentially affected software versions.

Vehicle 22: 2026-2026 MERCEDES-BENZ C 300 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 134

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 23: 2025-2025 MERCEDES-BENZ AMG CLE53 4MATIC+ CABRIOLET

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Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,936

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 24: 2026-2026 MERCEDES-BENZ AMG CLE53 4MATIC CABRIOLET

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 164

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 25: 2024-2024 MERCEDES-BENZ CLE 300 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 5,007

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 26: 2026-2026 MERCEDES-BENZ AMG GLC43 Coupe

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 89

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 27: 2026-2026 MERCEDES-BENZ AMG GLC63 S E 4MATIC+

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 13

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 28: 2026-2026 MERCEDES-BENZ AMG SL63 S E PERFORMANCE
4MATIC+

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 12

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 29: 2025-2025 MERCEDES-BENZ AMG GLC43

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 2,303

Descriptive Information:

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The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 30: 2025-2025 MERCEDES-BENZ C 300 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 11,372

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 31: 2026-2026 MERCEDES-MAYBACH SL 680 4MATIC+

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 60

Descriptive Information:

The recall population was based on potentially affected software versions.

Vehicle 32: 2025-2025 MERCEDES-BENZ E 450 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 2,658

Descriptive Information:

The recall population was based on potentially affected software versions.

Vehicle 33: 2025-2025 MERCEDES-BENZ C 300

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The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 34: 2026-2026 MERCEDES-BENZ E 350 4MATIC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 244**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 35: 2025-2025 MERCEDES-BENZ GLC 350 E 4MATIC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 15,844**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 36: 2024-2024 MERCEDES-BENZ CLE 450 4MATIC CABRIOLET**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026

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The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 37: 2026-2026 MERCEDES-BENZ AMG GT43**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 1**Descriptive Information:**

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 38: 2026-2026 MERCEDES-BENZ E 450 4MATIC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 8**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 39: 2026-2026 MERCEDES-BENZ AMG E 53 4MATIC+**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 27**Descriptive Information:**

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The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 40: 2026-2026 MERCEDES-BENZ CLE 300 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 521

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 41: 2026-2026 MERCEDES-BENZ CLE 300 4MATIC CABRIOLET

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 543

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 42: 2026-2026 MERCEDES-BENZ CLE 450 4MATIC CABRIOLET

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 63

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Part 573 Safety Recall Report**26V281****Vehicle 43:** 2026-2026 MERCEDES-BENZ GLC 300 4MATIC COUPE**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 551**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 44: 2025-2025 MERCEDES-BENZ E 450 4MATIC ALL-TERRAIN**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 1,928**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 45: 2026-2026 MERCEDES-BENZ E 450 4MATIC ALL-TERRAIN**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 66**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 46: 2025-2025 MERCEDES-BENZ AMG C63 S E 4MATIC+**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:**

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Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 558

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 47: 2025-2025 MERCEDES-BENZ AMG CLE53 4MATIC+

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 2,122

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 48: 2024-2024 MERCEDES-BENZ E 450 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,429

Descriptive Information:

The recall population was based on potentially affected software versions.

Vehicle 49: 2026-2026 MERCEDES-BENZ GLC 350 E 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,744

Descriptive Information:

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The recall population was based on potentially affected software versions.

Vehicle 50: 2025-2025 MERCEDES-BENZ CLE 300 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,305

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 51: 2026-2026 MERCEDES-BENZ AMG SL63 4MATIC+

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 17

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 52: 2025-2025 MERCEDES-BENZ GLC 300 4MATIC COUPE

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 5,813

Descriptive Information:

The recall population was based on potentially affected software versions.

Vehicle 53: 2025-2025 MERCEDES-BENZ CLE 450 4MATIC CABRIOLET

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The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 54: 2025-2025 MERCEDES-BENZ E 350 4MATIC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 4,970**Descriptive Information:**

The recall population was based on potentially affected software versions.

Vehicle 55: 2024-2024 MERCEDES-BENZ CLE 300 4MATIC CABRIOLET**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026**Number of potentially involved:** 2,753**Descriptive Information:**

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 56: 2024-2024 MERCEDES-BENZ E 350 4MATIC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:****Production Dates:** Sep 19, 2022 - Feb 06, 2026

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Number of potentially involved: 6,759

Descriptive Information:

The recall population was based on potentially affected software versions.

Vehicle 57: 2026-2026 MERCEDES-BENZ AMG E 53 4MATIC+ WAGON

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 56

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 58: 2026-2026 MERCEDES-BENZ CLE 450 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 30

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 59: 2024-2024 MERCEDES-BENZ CLE 450 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 1,018

Descriptive Information:

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The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Vehicle 60: 2026-2026 MERCEDES-BENZ GLC 300

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 753

Descriptive Information:

The recall population was based on potentially affected software versions.

Vehicle 61: 2026-2026 MERCEDES-BENZ AMG GLC63 S E 4MATIC+ COUPE

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 19, 2022 - Feb 06, 2026

Number of potentially involved: 25

Descriptive Information:

The recall population was based on potentially affected software versions. The vehicles outside this recall population have infotainment software that does not exhibit the system reset protocol.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2024-2026 AMG GT (192 platform), C-Class (206 platform), E-Class (214 platform), SL (232 platform), CLE (236 platform) and GLC (254 platform) vehicles, the software of the infotainment control unit might trigger an increased number of system resets as part of an intended fallback behavior. The system reset protocol may result in a brief interruption in the Instrument Cluster display of information.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

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The system is designed to initiate a reset under certain circumstances.

The system is designed to improve performance but may result in a brief interruption in the Instrument Cluster's display of information while the reset is in process. As a result, the driver may be unable to view certain driving-related information during the reset process, increasing the risk of a crash.

Description of the cause:

Due to the system design, an intended system reset might be triggered. During the brief period the reset is in process, the Instrument Cluster may not display certain driving-related information.

Identification of any warning that can occur:

Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism. When the issue occurs, the driver might notice a brief interruption of driver information visibility in the Instrument Cluster.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: MBAG

Address:

Country:

Involved Components

Component Name 1: CIVIC

Component Description: SOFTWARE

Component Part Number: A2069046800

Component Name 2: CIVIC

Component Description: SOFTWARE

Component Part Number: 2069047100

Chronology

In August 2025, Mercedes-Benz AG initiated the rollout of a new display software version designed to improve overall system robustness by reducing sensitivity to certain system influences that could result in a display reset as part of the system's fallback behavior.

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In December 2025, based on regulatory expectations in Korea and feedback indicating a high volume of customer complaints in that market, the software update campaign was assessed as appropriate for a recall implementation in that market. On December 19, 2025, Mercedes-Benz submitted a Foreign Recall Report (25F-232) to NHTSA with regard to the Korean campaign.

In April 2026, the display software update was discussed with NHTSA as part of the analysis of Vehicle Owner Questionnaires. During these discussions, the update was presented as an improvement addressing specific complaints related to display resets. As of that time, approximately 62% of the vehicle population had already received the OTA update. NHTSA emphasized that other OEMs had addressed IP display issues through safety recalls.

On April 27, 2026, Mercedes-Benz AG decided to transform the remaining OTA campaign into a safety recall for purposes of consistency and to enhance the remaining response rate.

MBAG has identified 721 warranty claims and 652 field or service reports received in the United States between October 25, 2023 and April 29, 2026 that include the subject software and which may relate to the subject matter of the recall. MBAG is not aware of any crashes, accidents or injuries relating to this issue.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

An authorized Mercedes-Benz dealership will update the infotainment control unit software on the affected vehicles.

How remedy component differs from recalled component:

The vehicles outside this recall population have a more robust software and do not exhibit this behavior.

Identify how/when recall condition was corrected in production:

The introduction of the updated software version in production ensures a more robust system behavior as of July 09, 2025.

Reimbursement Plan

Description of reimbursement program:

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since the involved vehicles would not have been previously subject to the condition described.

Period of reimbursement:

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Dealers will be notified of the pending voluntary recall campaign on May 08, 2026.
Owners will be notified of the voluntary recall campaign before June 26, 2026.
A copy of all communications will be provided when available.

Planned Dealer Notification Date: May 08, 2026 No Dealers**Planned Interim Owner Notification Date:** No Owners**Planned Remedy Owner Notification Date:** Jun 26, 2026 Phased Recall**Date when VIN will be searchable:** May 08, 2026