

# Part 573 Safety Recall Report

# 23V-405

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** JUN 05, 2023**NHTSA Recall No. :** 23V-405**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 : 8,281

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2022-2023 Mercedes-Benz EQS 450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : 5051 vehicles. The recall population was determined through production records. Vehicles outside of the recall have the Electric Drivetrain software that meets the current specifications.

Production Dates : FEB 24, 2021 - DEC 29, 2022

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 : HYBRID ELECTRIC

Descriptive Information : 2736 vehicles. The recall population was determined through production records. Vehicles outside of the recall have the Electric Drivetrain software that meets the current specifications.

Production Dates : FEB 24, 2021 - DEC 29, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2023-2023 Mercedes-Benz EQS 580 SUV

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : 1 vehicles. The recall population was determined through production records. Vehicles outside of the recall have the Electric Drivetrain software that meets the current specifications.

Production Dates : FEB 24, 2021 - DEC 29, 2022

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

Vehicle 4 : 2023-2023 Mercedes-Benz AMG EQE

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : 1 vehicles. The recall population was determined through production records. Vehicles outside of the recall have the Electric Drivetrain software that meets the current specifications.

Production Dates : FEB 24, 2021 - DEC 29, 2022

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

Vehicle 5 : 2022-2023 Mercedes-Benz AMG EQS

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : 492 vehicles. The recall population was determined through production records. Vehicles outside of the recall have the Electric Drivetrain software that meets the current specifications.

Production Dates : FEB 24, 2021 - DEC 29, 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 EQE (295 platform), EQS SUV (296 platform) and EQS (297 platform) vehicles, the electric drivetrain software might not meet current specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under specific conditions, the fault management response logic may deactivate the electric drivetrain. A loss of propulsion cannot be ruled out, which could increase the risk of a crash.

**Description of the Cause :** Due to a deviation in the development process, the electric drivetrain software may improperly respond in the event of a detected fault at a specific plug connector within the electric drive.

**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, multiple warning messages are displayed in the instrument cluster.

## Involved Components :

**Component Name 1 :** Electric drivetrain software

**Component Description :** Electric drivetrain software

**Component Part Number :** 2979041900

**Component Name 2 :** Electric drivetrain software

**Component Description :** Electric drivetrain software

**Component Part Number :** 2979038901

**Component Name 3 :** Electric drivetrain software

**Component Description :** Electric drivetrain software

**Component Part Number :** 2979025605

## Supplier Identification :

### Component Manufacturer

**Name :** Mercedes-Benz AG

**Address :** NR

**Foreign States**

**Country :** Germany

## Chronology :

In October 2022, MBAG launched initial investigations based on an isolated field report indicating a

malfunction of the electrical drivetrain possibly referring to a loss of propulsion. Immediately, analyses were started together with the supplier to determine the root cause. These analyses, including related tests, continued until December 2022. It was concluded that the observed failures were resulting from fault management response logic.

MBAG used field data to identify the scenarios in which the malfunction might occur. Detailed analyses on the possible consequences depending on the software version of the electric drivetrain were performed. Subsequently, further analyses were done to identify potentially affected vehicles. On May 26, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is currently aware of 2 field reports, including warranty claims, received on October 5, 2022 and October 24, 2022 from the US. No injuries, deaths, or third party damages have been reported.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the electric drivetrain 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 : Electric Drivetrain software meets the current specifications. 2979041900, 2979039701, 2979026305: Electric drivetrain software

Identify How/When Recall Condition was Corrected in Production : The introduction of new software for the electric drivetrain ensures that this issue can no longer occur from February 2, 2023 onwards.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on June 9, 2023. Owners will be notified of the voluntary recall campaign before August 4, 2023. A copy of all communications will be provided when available.

Planned Dealer Notification Date : JUN 09, 2023 - NR

Planned Owner Notification Date : AUG 04, 2023 - NR

\* NR - Not Reported