



Mercedes-Benz

Campaign No. 2020030018, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class (177 platform)**
Model Year 2019
Response Time of Rearview Camera Image

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 A-Class (177 platform) vehicles, the installed software for the rearview camera might not meet current production specifications. As a result, the response time of the rearview camera image might not meet the requirements of FMVSS 111, S5.5.3 under certain operating conditions. If the central display unit is manually turned off prior to switching the vehicle ignition off, and the vehicle is subsequently restarted and the gear selector shifted into the reverse gear within 25 seconds after opening the driver's door, there could be a delay in the display of the rearview image on the central display. In this case, the response time of the rearview camera image might not comply with FMVSS 111. Additionally, the delay in the rearview image display might hinder the driver's ability to identify potential hazards in the rear of the vehicle, increasing the risk of a crash. An authorized Mercedes-Benz dealer, will update the software of the rearview camera on the affected vehicles

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 22 vehicles are involved.

Order No. P-RC-2020030018

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.






i **Note:**

- Use Xentry 12/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update **MBUX multimedia system (head unit)-A26/17** control unit software.

i To do this, select menu item "Quick test view  MBUX multimedia system (head unit)-A26/17 
Adaptations  Control unit update  Manual settings  Update of control unit software.

i Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update MBUX multimedia system (head unit)-A26/17 control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 982 02 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

*Operation item can only be invoiced once for each work order.

i **Note**

Operation Number labor times are subject to change