



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 19, 2021

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC
13470 International Parkway
Jacksonville, FL 32218

NEF-107JK
21V-354

Subject: Rearview Camera Image May Not Display/FMVSS 111

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES-BENZ/A220/2019-2021
MERCEDES-BENZ/AMG A35/2020-2021
MERCEDES-BENZ/AMG CLA35/2020-2021
MERCEDES-BENZ/AMG CLA45/2020-2021
MERCEDES-BENZ/AMG CLS53/2021
MERCEDES-BENZ/AMG E53/2021
MERCEDES-BENZ/AMG E63S/2021
MERCEDES-BENZ/AMG GLA35/2021
MERCEDES-BENZ/AMG GLA45/2021
MERCEDES-BENZ/AMG GLB35/2021
MERCEDES-BENZ/AMG GLC43/2020-2021
MERCEDES-BENZ/AMG GLC63/2020-2021
MERCEDES-BENZ/AMG GLE53/2021
MERCEDES-BENZ/AMG GLE63S/2021
MERCEDES-BENZ/AMG GLS63/2021
MERCEDES-BENZ/AMG GT43/2021
MERCEDES-BENZ/AMG GT53/2021
MERCEDES-BENZ/AMG GT63/2021
MERCEDES-BENZ/AMG GT63S/2021
MERCEDES-BENZ/CLA250/2020-2021
MERCEDES-BENZ/CLS450/2021
MERCEDES-BENZ/E350/2021
MERCEDES-BENZ/E450/2021
MERCEDES-BENZ/GLA250/2021
MERCEDES-BENZ/GLB250/2020-2021
MERCEDES-BENZ/GLC300/2020-2021
MERCEDES-BENZ/GLC350E/2020
MERCEDES-BENZ/GLE350/2020-2021
MERCEDES-BENZ/GLE450/2020-2021
MERCEDES-BENZ/GLE580/2020-2021
MERCEDES-BENZ/GLS450/2020-2021

MERCEDES-BENZ/GLS580/2020-2021
MERCEDES-BENZ/MAYBACH GLS600/2021

Mfr's Report Date: May 14, 2021

NHTSA Campaign Number: 21V-354

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA
ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 342,366

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2019-2021 CLA-Class, GLE/GLS-Class, A-Class, E-Class, E-Class Coupe and Convertible, GLA/GLB-Class, GLC-Class, CLS-Class, and AMG GT-Class 4-door Coupe vehicles. Please refer to MBUSA's recall report for specific vehicle model details. The MBUX multimedia system software may cause the display to remain black, or reboot after startup. This could result in the rearview camera image not displaying properly. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility."

Consequence:

A backup camera that displays a blank image reduces the driver's rear view, increasing the risk of a crash or injury.

Remedy:

The multimedia system software will be updated by a dealer, or through an over-the-air (OTA) update, free of charge. Owner notification letters are expected to be mailed July 13, 2021. Owners may contact MBUSA customer service at 1-800-367-6373.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mercedes-Benz USA, LLC's contact for this recall will be Jennifer Kruger who may be reached by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is written in a cursive style with a large, sweeping flourish at the end.

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement