

# Part 573 Safety Recall Report

# 21V-354

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** JUN 25, 2021**NHTSA Recall No. :** 21V-354**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 : 343,191

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2021 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 CLA250 16,232 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2021 Mercedes-Benz CLA45 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 CLA45 AMG 852 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2020-2021 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLE350 59,007 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 4 : 2020-2021 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLE450 9,500 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 5 : 2021-2021 Mercedes-Benz GLE53 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 GLE53 AMG 2,051 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 6 : 2020-2021 Mercedes-Benz GLE580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLE580 1,555 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 7 : 2021-2021 Mercedes-Benz GLE63 AMG S

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 GLE63 AMG S 1,083 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 8 : 2021-2021 Mercedes-Benz GLE53 AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 GLE53 AMG Coupe 7,535 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 9 : 2021-2021 Mercedes-Benz GLE63 AMG S Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLE63 AMG S Coupe 877 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 10 : 2020-2021 Mercedes-Benz GLS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLS450 31,724 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 11 : 2020-2021 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLS580 4,038 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 12 : 2021-2021 Mercedes-Benz Maybach GLS600

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 Maybach GLS600 421 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 13 : 2021-2021 Mercedes-Benz GLS63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 GLS63 AMG 1,526 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 14 : 2019-2021 Mercedes-Benz A220

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2019-2021 A220 20,001 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 15 : 2020-2021 Mercedes-Benz A35 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 A35 AMG 1,535 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 30, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 16 : 2021-2021 Mercedes-Benz E450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E450 1,292 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 17 : 2021-2021 Mercedes-Benz E53 AMG Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 E53 AMG Cabriolet 242 Vehicles  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 18 : 2021-2021 Mercedes-Benz E53 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E53 AMG 549 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 19 : 2021-2021 Mercedes-Benz E350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E350 10,097 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 20 : 2020-2021 Mercedes-Benz GLB250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLB250 42,830 Vehicles  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 21 : 2020-2020 Mercedes-Benz GLC350e

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Mercedes-Benz MY2020-2020 GLC350e 1,175 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 22 : 2020-2021 Mercedes-Benz GLC43 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLC43 AMG 2,843 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 23 : 2021-2021 Mercedes-Benz GLB35 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLB35 AMG 1,055 Vehicles  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 24 : 2020-2021 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLC300 81,183 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 25 : 2020-2021 Mercedes-Benz GLC63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLC63 AMG 704 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 26 : 2021-2021 Mercedes-Benz CLS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 CLS450 1,015 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 27 : 2021-2021 Mercedes-Benz E63 AMG S

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E63 AMG S 419 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 28 : 2021-2021 Mercedes-Benz GLA250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLA250 22,659 Vehicles  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 29 : 2021-2021 Mercedes-Benz CLS53 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 CLS53 AMG 246 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR

Not sequential



Vehicle 30 : 2021-2021 Mercedes-Benz E450 Wagon  
Vehicle Type : LIGHT VEHICLES  
Body Style : STATIONWAGON  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E450 Wagon 594 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 31 : 2021-2021 Mercedes-Benz GLA35 AMG  
Vehicle Type : LIGHT VEHICLES  
Body Style : STATIONWAGON  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLA35 AMG 989 Vehicles  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 32 : 2021-2021 Mercedes-Benz E63 AMG S Wagon  
Vehicle Type : LIGHT VEHICLES  
Body Style : STATIONWAGON  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E63 AMG S Wagon 112 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 33 : 2021-2021 Mercedes-Benz GLA45 AMG  
Vehicle Type : LIGHT VEHICLES  
Body Style : STATIONWAGON  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 GLA45 AMG 456 Vehicles  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 34 : 2021-2021 Mercedes-Benz E450 Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E450 Coupe 966 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 35 : 2021-2021 Mercedes-Benz AMG GT43 Four Door  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 AMG GT43 4 Door Coupe 1,061 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 36 : 2021-2021 Mercedes-Benz AMG GT53 Four Door  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021-2021 AMG GT 53 4 Door Coupe 876 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 37 : 2021-2021 Mercedes-Benz E53 AMG Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E53 AMG Coupe 268 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 38 : 2021-2021 Mercedes-Benz AMG GT63 Four Door  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021-2021 AMG GT 63 4 Door Coupe 168 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 39 : 2021-2021 Mercedes-Benz E450 Cabriolet  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 E450 Cabriolet 1,293 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 40 : 2020-2021 Mercedes-Benz GLC43 AMG Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLC 43 AMG Coupe Vehicles  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 41 : 2021-2021 Mercedes-Benz AMG GT63S Four Door  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 AMG GT63S 4 Door Coupe 349 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 42 : 2020-2021 Mercedes-Benz GLC300 Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLC300 Coupe 7,707 Vehicles  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 43 : 2020-2021 Mercedes-Benz GLC63 AMG Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLC 63 AMG Coupe 229 vehicles.  
The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates : MAY 29, 2018 - APR 30, 2021

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

Vehicle 44 : 2020-2021 Mercedes-Benz GLC63 AMG S Coupe  
 Vehicle Type : LIGHT VEHICLES  
 Body Style : SUV  
 Power Train : GAS

**Descriptive Information :** Mercedes-Benz 2020-2021 GLC63 AMG S Coupe 482 vehicles.  
 The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

**Production Dates :** MAY 29, 2018 - APR 30, 2021

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

Vehicle 45 : 2020-2021 Mercedes-Benz CLA35 AMG  
 Vehicle Type : LIGHT VEHICLES  
 Body Style : 4-DOOR  
 Power Train : GAS

**Descriptive Information :** Mercedes-Benz MY2020-2021 CLA35 AMG 1,789 vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

**Production Dates :** MAY 29, 2018 - APR 30, 2021

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

### Description of Noncompliance :

**Description of the Noncompliance :** Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 - 2021 CLA-Class (118 platform), GLE/GLS-Class (167 platform), A-Class (177 platform), E-Class (213 platform), E-Class Coupe/Convertible (238 platform), GLA/GLB-Class (247 platform), GLC-Class (253 platform), CLS-Class (257 platform), and AMG GT-Class 4-doors Coupe (290 platform) vehicles the MBUX multimedia system software might not meet specifications.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

**Description of the Safety Risk :** Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted which could increase a risk of a crash or injury.

**Description of the Cause :** Due to a deviation in the development process, the MBUX multimedia system software might not meet current production specifications.

**Identification of Any Warning that can Occur :** If the issue occurs, the customer might notice that the rearview camera image is not available.

**Involved Components :**

Component Name 1 : MBUX Software

Component Description : NR

Component Part Number : A2479042800

Component Name 2 : MBUX Software

Component Description : NR

Component Part Number : A1679048200

Component Name 3 : MBUX Software

Component Description : NR

Component Part Number : A1679048500

Component Name 4 : MBUX Software

Component Description : NR

Component Part Number : A1679048900

Component Name 5 : MBUX Software

Component Description : NR

Component Part Number : A1679040201

Component Name 6 : MBUX Software

Component Description : NR

Component Part Number : A2479041400

Component Name 7 : MBUX Software

Component Description : NR

Component Part Number : A2479042700

Component Name 8 : MBUX Software

Component Description : NR

Component Part Number : A2479041700

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Component Name 9 : MBUX Software

Component Description : NR

Component Part Number : A2479043100

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Component Name 10 : MBUX Software

Component Description : NR

Component Part Number : A2479041900

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Component Name 11 : MBUX Software

Component Description : NR

Component Part Number : A2479042100

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Component Name 12 : MBUX Software

Component Description : NR

Component Part Number : A2479042400

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Component Name 13 : MBUX Software

Component Description : NR

Component Part Number : A2479042200

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Component Name 14 : MBUX Software

Component Description : NR

Component Part Number : A2479042600

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**Supplier Identification :****Component Manufacturer**

Name : Harman/Becker Automotive Systems GmbH  
Address : Konrad-Zuse-Straße 10  
Böblingen Foreign States 71034  
Country : Germany

**Chronology :**

In mid-July 2020, MBAG launched an investigation after receiving reports from the field describing situations where the rearview image in various vehicle platforms remained blank after the transmission was placed in reverse. The initial information that MBAG received from these reports was general in nature and did not point to any particular reason for the anomaly. MBAG proceeded to obtain a vehicle from the field for additional analysis in late summer of 2020. In cooperation with the MBUX system supplier, MBAG conducted an analysis of the vehicle throughout autumn of 2020. During the course of the testing, MBAG became aware of other reports from the field that indicated a possible issue with the performance of the MBUX system and rearview camera display. In these instances, customers reported a brief interruption of the rearview image after which it would immediately reappear. In the winter of 2020 and into 2021 MBAG worked to identify the conditions that appeared to affect the performance of the MBUX system under these two potential failure mechanisms. These aspects were further considered including whether they were related issues and any influence on each other. MBAG's investigation revealed that the MBUX system may not initialize as intended depending on a specific combination of conditions such as component tolerances and temperatures. If those conditions were to occur, the rearview camera image might not be displayed.

Further, through the investigation it was found that there is a possibility that an ongoing writing operation on the hard drive of the MBUX multimedia system could be interrupted during the "shut down" phase of the system. If this were to occur, the unprocessed data could be stored on the hard drive and the next time the MBUX system was initiated, while the system would restart as intended, it then could reboot itself approximately 50 seconds after system initiation. Please see Chronology Supplement.



## Description of Remedy :

Description of Remedy Program : Either an authorized Mercedes-Benz dealer or an over-the-air (“OTA”) update will update the communication module software for the MBUX system on the affected vehicles.

All customers will be mailed recall notification letters as required under federal regulations. For vehicles with a “Mercedes Me” subscription service, the software update will be performed OTA and so a dealer visit is not required.

For vehicles without a Mercedes Me subscription service, the notification letter will advise the customer that they may opt out of the OTA update and visit an authorized Mercedes-Benz dealer to have the update performed. If the customer does not opt out within the specified period, the update will be performed OTA with the vehicle thereafter.

Depending on conditions such as network coverage and consistency of the data connection, if the OTA update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed. Customers who subscribe to the Mercedes Me service may check the status of the update through the associated website and/or through the Mercedes Me App.

If the vehicle is subscribed to the Mercedes Me Connect services, the current status of the remote software update will be listed on the Mercedes Me connect webpage under "Software Update".

Further information regarding software updates can be found in the Operator’s Manual.

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.

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 and all remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Software of the MBUX multimedia system according to specifications.

Remedy Software  
A2479042900

Identify How/When Recall Condition was Corrected in Production : An updated software in the production ensures that this issue can no longer occur from May 26, 2021 onwards.

## Recall Schedule :

Description of Recall Schedule : Dealers were notified of the pending voluntary recall campaign on May 21, 2021. Dealers will be notified of the additional vehicles on July 2, 2021. Owners will be notified of the voluntary recall campaign

approximately one week after launch to the dealers on July 13, 2021. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 21, 2021 - NR

Planned Owner Notification Date : JUL 13, 2021 - NR

\* NR - Not Reported