

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services

RE: **Recall Campaign Launch Notification**  
**Update MBUX Software – First Wave**  
**MY19-21 Various Models**

Date: May 26, 2021

## **IMPORTANT RECALL CAMPAIGN UPDATE**

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	Update MBUX Software – First Wave
2021050012	21V354	21P5497426	
<p>This is to notify you of a <b>Recall Campaign</b> launch regarding updating the MBUX software – first wave - on <b>36,481</b> Model Year (“MY”) 2019-2021 A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class (118, 167, 177, 213, 238, 247, 253, 257, 290 platforms, respectively) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on <b>May 26, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 - 2021 A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class (118, 167, 177, 213, 238, 247, 253, 257, 290 platforms, respectively) vehicle, the MBUX multimedia system software might not meet specifications. 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.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the software of the MBUX multimedia system on the affected vehicles. This recall will be launched in waves based on the subscription status of the vehicle. Further details will be communicated at the launch of each wave. All customers will receive official recall notification letters following federal regulations.</p>		
<b>Parts</b>	<p><b>Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019-2021		
<b>Vehicle Model</b>	A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	36,481 – First Wave Only		
<b>Total Vehicles in Dealer Inventory</b>	11,515		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-21 A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo Once the repair is complete, the vehicle may be sold or leased.</b></p>			
<p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</b></p>			
<p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19-21 A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately around the time of the launch of Wave 2.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		



**Rental Fleet Partners**

This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.





Mercedes-Benz

Campaign No. 2021050012, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models Various**  
**Model Year 2019-2021**  
**Update MBUX Software – Wave 1**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 - 2021 A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class (118, 167, 177, 213, 238, 247, 253, 257, 290 platforms, respectively) vehicle, the MBUX multimedia system software might not meet specifications. 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. An authorized Mercedes-Benz dealer will update the software of the MBUX multimedia system on the affected vehicles. This recall will be launched in waves based on the subscription status of the vehicle. Further details will be communicated at the launch of each wave. All customers will receive official recall notification letters following federal regulations.

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 36,481 out of 342,366 vehicles are involved in this campaign.

Order No. P-RC-2021050012

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 03/21 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.

**Procedure**

1. Connect XENTRY Diagnosis.
2. Update MBUX multimedia system control unit software.

**i** To do this, select menu item "Quick test view" ➡ **A26/17 MBUX Headunit** ➡ Adaptations ➡ Control unit update ➡ Update of control unit software.

**i** Then follow the user guidance in XENTRY Diagnosis.

**NOTE:** If while attempting the MBUX multimedia system (A26/17) software update you receive the below message in XENTRY Diagnosis then please perform the steps outlined in LI82.85-P-071394

# XENTRY

 Mercedes-Benz
**⊗ Caution!**

**A26/17 - MBUX multimedia system (Head unit): Control unit ABNORMAL**

- It is possible that not all functions of the control unit are available.
- The current software release could not be read out.
- Actual value 'Hard disk': NOT READABLE

**Instruction**

Refer to the TIPS documents in Design Group 82.85.

- If these instructions are not complied with, the warranty or goodwill claim will be rejected and costs will be charged back.

**Further information**

Please observe TIPS document 'GI82.85-P-070144: MBUX multimedia system, Display Start logo in display (Mercedes-Benz / AMG / Maybach): PERMANENTLY ON'.

**Internal data for inspection**

Check TIPS-Doc GI82.85-P-070144 for further information.

- Software-Numbers could not be read.
- CommunicationError while trying to read HDD-Info

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1779018004:HUG_Mid_FreshUp3_4(00C134):NO_VALUE;ECE;MOST=not available TV=not available MOST=not available TV=not available:HBM586L2877126:3.53392.259 (PDU_ERR_EVT_RX_TIMEOUT:
Current PDU_XTRA_ERR_RX_TIMEOUT_CURR_COP_NO_RSP (24): com.teradyne.ds.gradex.asam3d.Asam3dCommunicationBreakdownException: Error details: null: null MCDError: eRT_PDU_API_CALL_FAILED (0xd090)
ecu Vendor-description: PDU_ERR_EVT_RX_TIMEOUT: PDU_XTRA_ERR_RX_TIMEOUT_CURR_COP_NO_RSP (24) (259);
state file://C:/TesterUpdate/Data/mnt/active/Xentry/MB_PKW/Steuergeraete/Information%20und%20Kommunikation/Audio/Allgemein/AllgAblaeufe.gmf#SG-Einstieg/Kontext/Bedatung/CheckKontext_Bed/GetHddInfo4Logging/NODE10:
05/20/2021 04:16:25 PM); Availability: BaseBoardApp=available, CSBApp=not available, MMBApp=not available>Action: HardResetAndReReadWhile_NoSoftwareSnrNoHddInfoHddCheckTipsDocInstruction

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**Warranty Information**

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

Damage Code	Operation Number	Labor Time (hrs.)
54 974 26 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

\* Operation item may be invoiced only once for each workshop order

Additional time of up to 0.3 can be claimed for the software update. This time **must be claimed on a separate line** with the data provided below.

**Operation:** additional time for MBUX software update (02-0000)

Damage Code	Operation Number	Labor Time (hrs.)
21 801 01 8	02-0000*	NON*

\* time claimed must not exceed 0.3

**Note**

Operation Number labor times are subject to change