

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 – Second Wave (OTA Update)
MY19-21 Various Models

Date: July 23, 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



Campaign No. :	NHTSA ID	Campaign Desc. :	Update MBUX Software – Second Wave (OTA Update)
2021060021	21V354	21P5497425	
<p>This is to notify you of a Recall Campaign launch regarding updating the MBUX software – second wave - on 229,076 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 July 23, 2021.</p>			
Background			
Issue	<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) vehicles, 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 the risk of a crash or injury.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An over-the-air update (“OTA”) will update the software of the MBUX multimedia system on the affected vehicles. No dealer action is needed. This recall will be launched in waves based on the subscription status of the vehicle.</p>		
Parts	Parts are not required for repair. The recall remedy is available as an over-the-air update.		
Vehicles Affected			
Vehicle Model Year(s)	2019-2021		
Vehicle Model	A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class		
Vehicle Populations			
Total Recall Population	229,076 – Second Wave Only (OTA update)		
Total Vehicles in Dealer Inventory	0		
<p style="color: red;">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.</p>			
<p style="color: red;">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).</p>			
<p style="color: red;">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.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately around the time of the launch of Wave 2.		



AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP. Please note: No Dealer Action Needed
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps.

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.



No Service Action is required by the Dealer for this Campaign

Over-the-Air (“OTA”) Updates are performed remotely and do not require a dealer visit. Customers can continue to drive their vehicles. If the vehicle has not been driven in four or more weeks – we suggest that the ignition be cycled once to initialize the process, sufficient battery voltage may be required for the software update to be initialized.

Please read further to understand:

- A. In-Vehicle MBUX Update via OTA
- B. Dealer instructions to verify a successful OTA
- C. No Submission of Warranty Claims

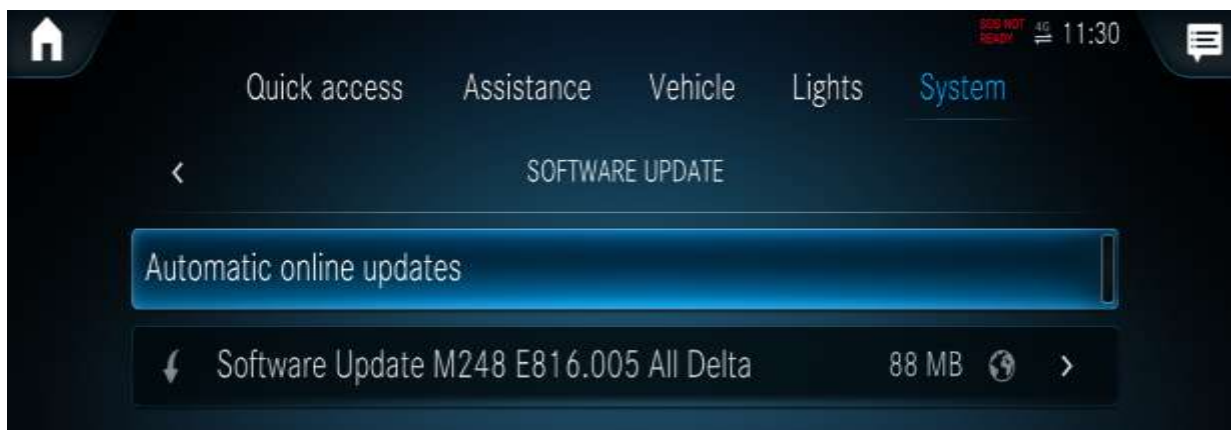
A. In-Vehicle MBUX Update via OTA

The customer will be required to accept the software update within the MBUX settings (see screen shots below).

The following is the process the customer will be prompted to follow if action is required. Please note this process will require the vehicle to be turned off for approximately 10-15 minutes for the update to complete (Figure 6). The prompt for the software update is shown in figures 1-14.



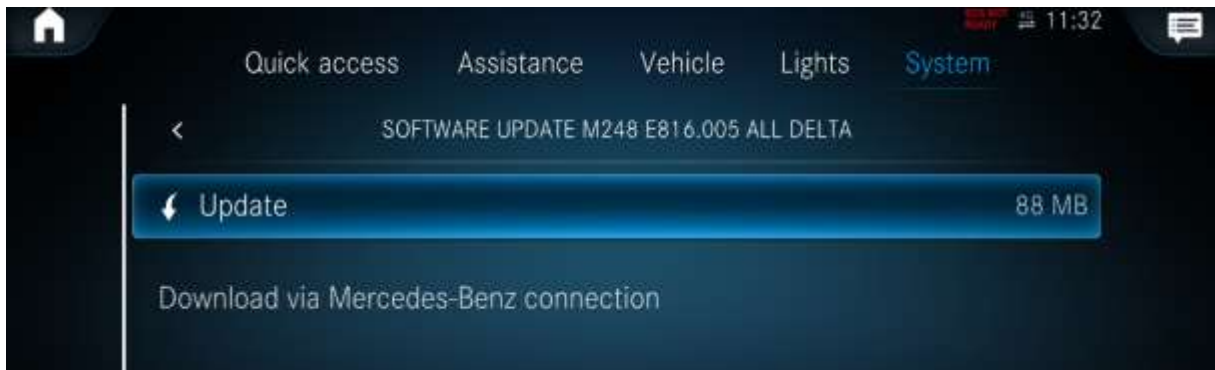
1. The MBUX may prompt the driver to start the software update process at key ON. Additionally the driver can access the software update menu by selecting the Home icon (upper left)→Settings→System→Software Update (Figure 1). There will be a Software update “MBUX Software Update”



(Figure 1 – Software Update Available)

2. No action is needed for the download (Figure 2-4). Once the download is complete, please review the system message directing the driver to place the transmission into park and then switch the ignition to OFF (Figure 5). This will allow the driver to continue to the terms and conditions message. (Figure 6-11).

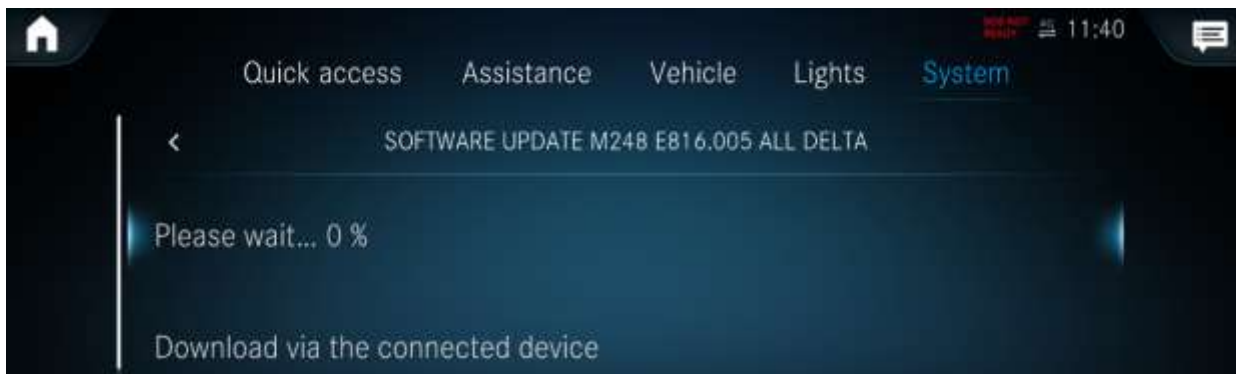




(Figure 2 - Update)



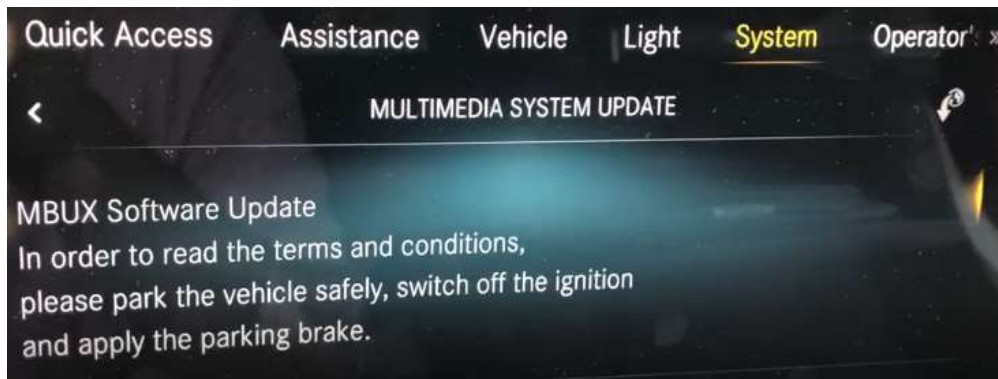
(Figure 3 - Downloading of Update)



(Figure 4 -Downloading of update part 2)

3. Continue to read the terms and conditions (Figure 5).



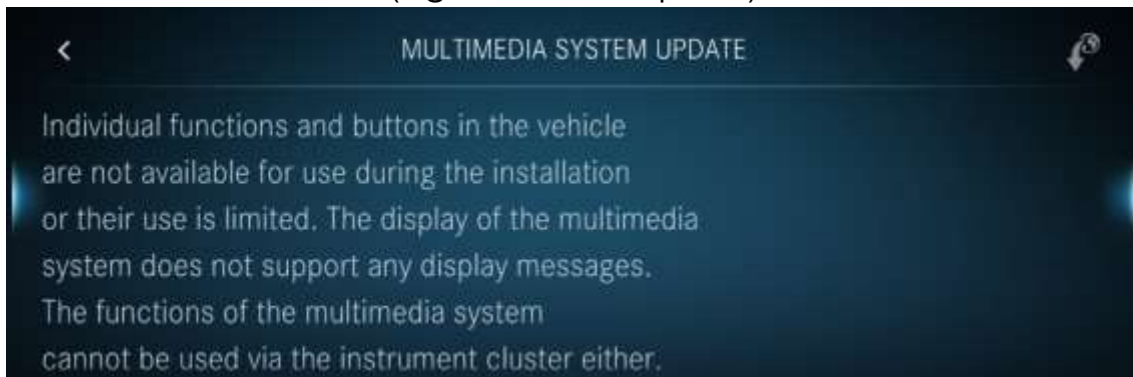


(Figure 5 – Park vehicle safely, switch off the ignition and apply the parking brake)

4. The terms and conditions (Figures 6→11).

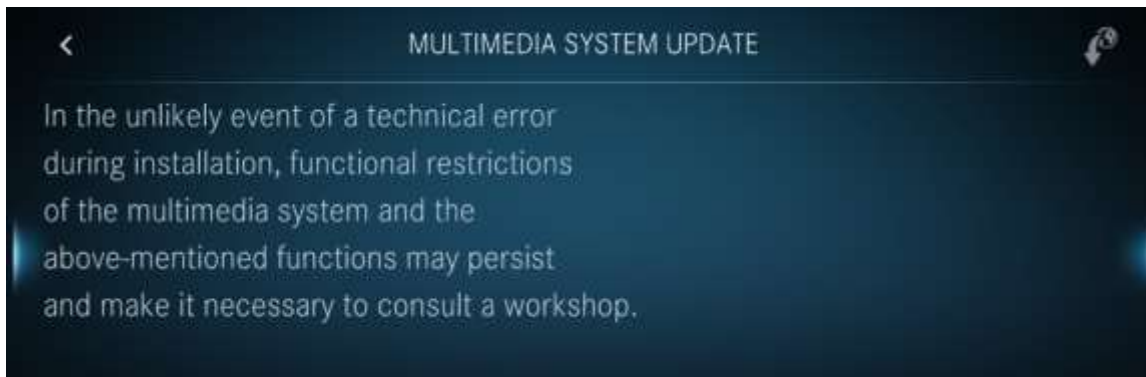


(Figure 6 – Notes part 1)

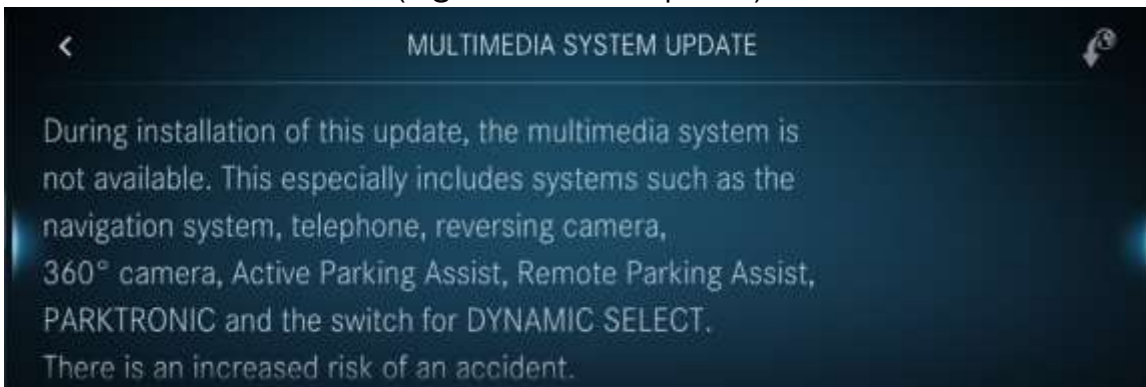


(Figure 7 – Notes part 2)

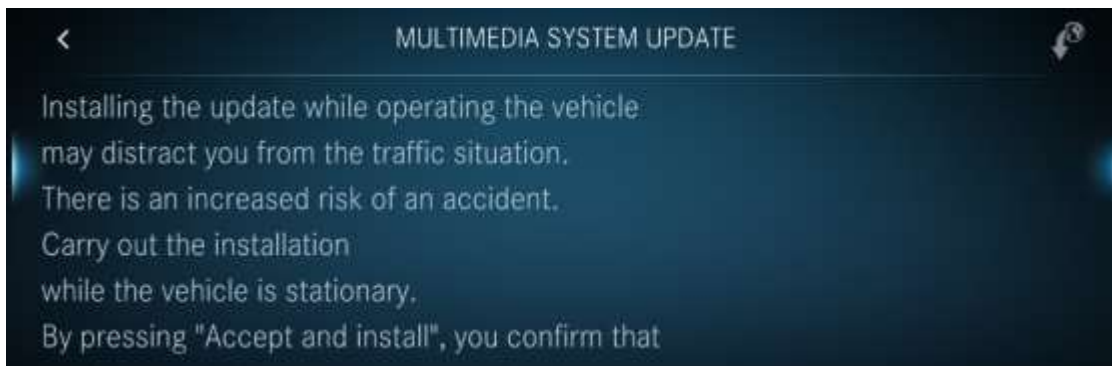




(Figure 8 – Notes part 3)

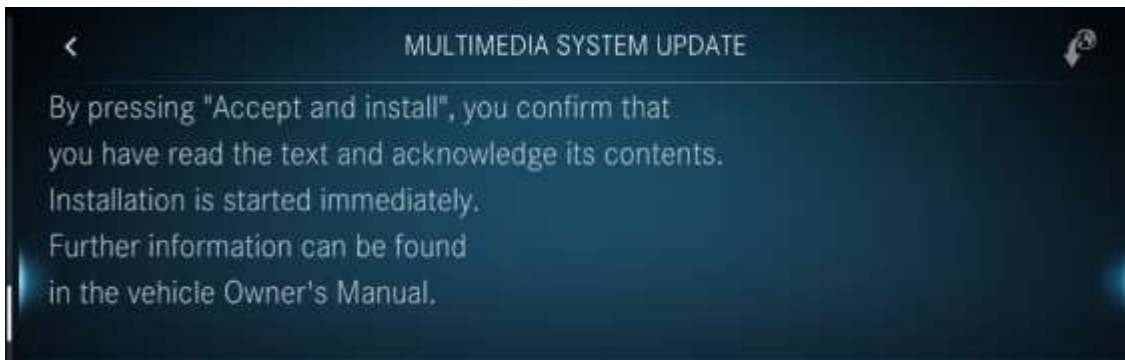


(Figure 9 – Notes part 4)



(Figure 10 – Notes part 5)





(Figure 11 – Notes part 6)

5. Scroll to the end of the terms and conditions and if you agree, (Figure 12) select “Accept and install.” The head unit will now turn off and update automatically. Once updated, the headunit will automatically restart. This process may take up to 10-15 minutes to complete.

IMPORTANT: As mentioned in the terms and conditions, do not operate the vehicle.



(Figure 12 – Accept and Install)

6. Select “Information” to review more information about the recall OTA update (Figure 13).



(Figure 13 – Information MBUX SOFTWARE UPDATE)



7. Once the MBUX head-unit finishes installing you will see the “Activated” notice (Figure 14).



(Figure 14 – Software Update Activated)

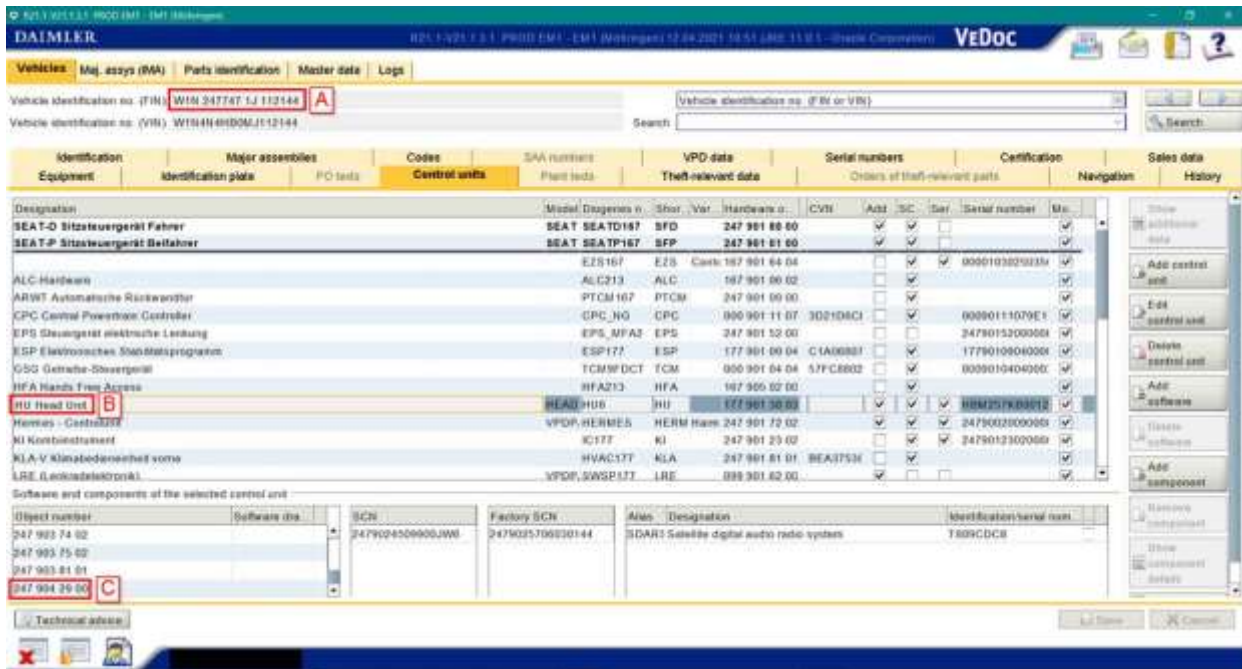


B. Dealer instructions to verify a successful OTA update: Helpful information for you and your customers on how to check for successful update.

Once the OTA update is successful, the vehicle will be closed on a weekly basis starting 7/31 in VMI. However, for real time info, please see the following example to check in VeDoc or alternatively on the Mercedes Me App.

1) **Dealer** can alternatively check VeDoc (Figure 15 and Table 1).

- a. A VIN can be searched via VeDoc (Figure 15, A).
- b. Click HU Head Unit – Control unit (Figure 15, B).
- c. Check Object Number (Figure 15, C) with Table 1.
- d. If the Object matches with Table 1 than the OTA was successful.



(Figure 15 – VeDoc example. A – VIN, B – HU Head Unit, C – Object Number)

Table 1

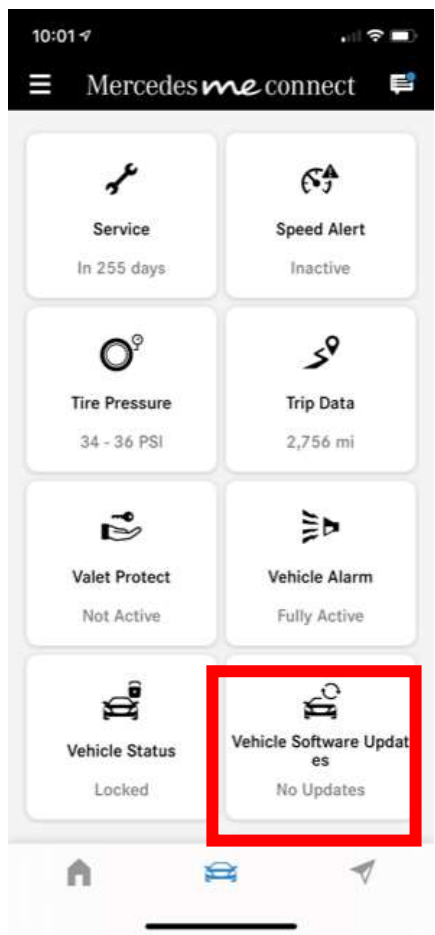
Part	Object Number
SW Head Unit	A2479042900



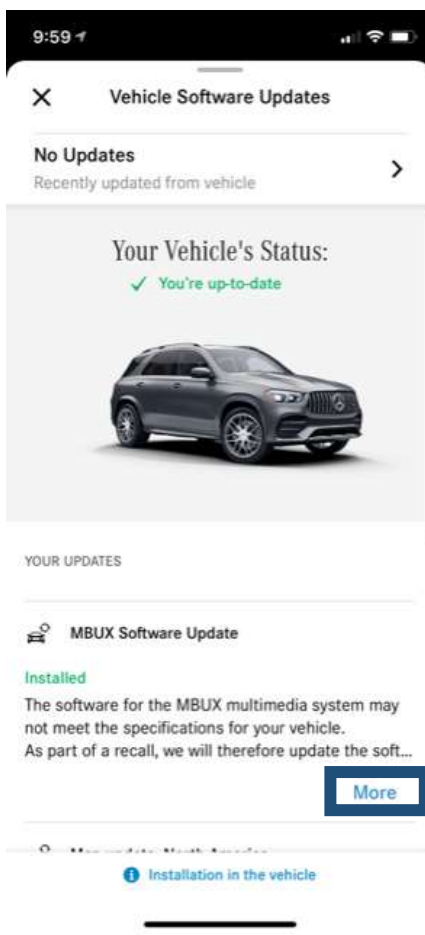
Mercedes Me Connect App

2) **Customers** can alternatively check the status of the update in the vehicle by going to the menu mentioned in (Section A - Figure 6) or check the Mercedes-Me Connect App on Android or Apple (Figure 16).

- a. Click the vehicle icon (bottom middle) on the home screen of the MMe Connect App.
- b. Click “Vehicle Software Updates” (red box Figure 16, A).
- c. Status is shown in (Figure 16, B).
- d. Customers can click more in Figure 16 blue box to display additional information and date of software installation (Figure 16, C).



A



B



C

(Figure 16 – Mercedes Me Connect Vehicle Software Updates A, B, C)



C. Information Regarding Warranty Submissions

NO CLAIM TO BE SUBMITTED FOR THIS CAMPAIGN! If submitting claims for other lines on same RO, EVA may give the following error: 573 Open recall campaign found. Damage code; <1s> (Figure 17).

573 | Open recall campaign found, damage code: <1s>.

(Figure 17 - Error message)

Please confirm error with the following text: OTA update. No update from dealer required.

