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 Update** **(addition of Supplement 1 vehicles)** **MY19-21 Various Models**	Date: May 28, 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 – First Wave Update
2021050012	21V354	**21P5497426**	

This is to notify you of a Recall Campaign launch regarding updating the MBUX software – first wave - on **38,833** 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 **May 26, 2021**. Supplemental 1 VINs will be flagged in VMI as "OPEN" on **May 28, 2021**.

Background

Issue	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.
What We're Doing	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.
Parts	**Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.**

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	36,481 – First Wave Only, Additional 2,352 – Supplement 1
Total Vehicles in Dealer Inventory	11,515

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.

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).

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.

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.
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.

Campaign No. 2021050012, May 2021

<mark>Revision A 5/28/2021</mark>

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models Various**
             Model Year 2019-2021
             Update MBUX Software – Wave 1 <mark>+ Supplement 1</mark>

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 <mark>38,833 out of 342,366</mark> vehicles are included in this wave.

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.

ℹ️ **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.

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

   ℹ️ Then follow the user guidance in XENTRY Diagnosis.

   Note: If no new software is found, check the control unit log if the update was already completed (figure 1) (E-stand E830.4). If so, it is complete and can be closed and claimed as such. Please make a note on the RO that the update was already installed.

   ℹ️ To do this, select menu item (MBUX multimedia system ➡️ control unit log ➡️ Control unit-specific data):

Control unit-specific data

MB object number for hardware; Hardware version	1779018404; 19/35 030
Diagnosis identifier	HU6_Mid_FreshUp3_4; 00C134
E-Stand (Only for the development department)	E830.4 - (RL_NTG6_E830.409_21085AC2)
MB object number (Boot software); Software version; Fingerprints	2479042900; 21/09 063; VALID
MB object number (Base); Software version; Fingerprints	2479028510; 21/09 063; VALID
MB object number (Code); Software version; Fingerprints	2479028810; 21/09 063; VALID
MB object number (USC); Software version; Fingerprints	2479037102; 21/09 063; VALID
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Figure 1