

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 Initial Notification**
Update MBUX Software
MY19-21 Various Models

Date: May 21, 2021

IMPORTANT RECALL CAMPAIGN INFORMATION

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
TBA	21V354	21P2197390	
<p>This is to notify you of a new Recall Campaign regarding MBUX Software on 342,366 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 "PENDING" on May 21, 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 a risk of a crash or injury.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. Either an authorized Mercedes-Benz dealer or an over-the-air ("OTA") update will be performed to update the software of the MBUX multimedia system on the affected vehicles. This recall will be launched in phases based on the subscription status of the vehicle. Further details will be communicated at the launch of each phase. All customers will receive official recall notification letters following federal regulations.</p>		
Parts	<p>Parts are not required for repair. However, the current remedy is not available at this time. An additional notification will be sent once the remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019-2021		
Vehicle Model	A-Class, CLA-Class, CLS-Class, E-Class, EQC-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class		
Vehicle Populations			
Total Recall Population	342,366		
Total Vehicles in Dealer Inventory	14,220		
<p>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 Tek Info. Once the repair is complete, the vehicle may be sold or leased.</p> <p>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>			

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 one week after the remedy becomes available.
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.