



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: [REDACTED]
Update MBUX Software for Rearview Camera – No Mercedes Me Connect Subscription
NHTSA Recall #21V354

June, 2021



Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has decided that certain Model Year (“MY”) 2019-2021 CLA-Class, GLE-Class, GLS-Class, A-Class, E-Class, GLA-Class, GLB-Class, CLS-Class, and AMG GT-Class 4-door Coupe vehicles, fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 111, “Rear Visibility”. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain MY 2019-2021 Mercedes-Benz vehicles listed above, under certain 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 will your DEALER DO?

NO DEALER ACTION NECESSARY for the OTA update. If you opt-out per instructions below, an authorized Mercedes-Benz dealer will update the software. **Only vehicles without an active Mercedes Me Connect account have the option to opt-out.**

How will it be fixed?

An Over-The-Air (“OTA”) update will update the communication module software for the MBUX system on the affected vehicles on the back end. No action by you or the dealer is needed for the OTA update. **This service will be provided free of charge.** Your vehicle has been identified as not having an active “Mercedes Me” subscription. For vehicles without a “Mercedes Me” subscription service, the software update will also be performed OTA, unless you chose to opt-out of the OTA update. If you decide to opt-out, an authorized Mercedes-Benz dealer can update the MBUX multimedia system, however additional repair time may be needed. Please see below for instructions on how to opt-out of the OTA service. **This service will be provided free of charge,** but dealer action will be necessary. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. For those customers that opt-out of the OTA update, the minimum repair time can be less than **1 hour**, your dealer can provide you with a better estimate of the overall time for this service visit once the 30-day opt out period is over. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle which may increase the required working time. **If you chose to opt-out, a dealer visit is required to update the vehicle.**

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

No action necessary for Opting-In. For additional information, please contact 1-800-FOR-MERCEDES. Please mention you are asking about the Over-The-Air (“OTA”) update on your vehicle under **NHTSA Recall # 21V354.**

Opting out of OTA Update: Customers who are not subscribed to the Mercedes Me service may opt-out of the OTA update by emailing: ota_optout@mbusa.com or by calling 1-800-FOR-MERCEDES. The opt-out period will start on 6/25/2021 and end on 7/25/2021. Once the optout period has closed on 7/25/2021, all customers who opt out may visit an authorized Mercedes-Benz dealer to have their vehicle checked to confirm the latest software update starting 8/13/2021. This check could take less than **30 minutes and up to 1 hour and 30 minutes.** You may check www.MBUSA.com/recall, nhtsa.gov/recalls and may also contact us at 1-800-FOR-MERCEDES for the status of the OTA update. **This service will be provided free of charge.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

Mercedes-Benz USA, LLC
A Daimler AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

A VIN-based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER _____

NEW OWNER INFORMATION

MY NEW NAME OR ADDRESS IS:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE