



### IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: [REDACTED]  
Update MBUX Software for Rearview Camera – Mercedes Me Connect Subscription  
NHTSA Recall #21V354

July, 2021

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Over-The-Air Update:  
No Dealership Visit  
Required**

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, GLC-Class, CLS-Class, and AMG GT-Class 4-door Coupe vehicles, fail to conform to Federal Motor Vehicle Safety Standard 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 reduce the driver's rear view, and increase the risk of a crash or injury.

**What will your DEALER DO?**

**NO DEALER VISIT IS NECESSARY** for the Over-The-Air ("OTA") update.

**How will it be fixed?**

An OTA update will update the communication module software for the MBUX system on the affected vehicles. 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 having an active "Mercedes Me" subscription. For vehicles with a "Mercedes Me" subscription service, the software update will be performed OTA. This services will be provided free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority.

**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.** You may be informed through the headunit that the update is taking place, and approval may be needed to initiate the update, based on your vehicles settings. This may also require the vehicle to be turned off for a brief period of approximately 10-15 minutes.

Customers who subscribe to the Mercedes Me service may check the status of the update through the associated website [www.me.mercedes-benz.com](http://www.me.mercedes-benz.com). Once your vehicle has installed the software it will state successfully installed. If the vehicle is subscribed to the Mercedes Me connect services, the status of the remote software update will be listed on the Mercedes Me connect webpage through vehicle home page > Software updates.

**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.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

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](http://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

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

**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**