



IMPORTANT SAFETY RECALL 2022010003
 This notice applies to your vehicle, VIN: [REDACTED]
 Update MBUX System Configuration
 NHTSA Recall #21V931

Mercedes-Benz USA, LLC

January, 2022

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

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

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 a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2021-2022 EQS-Class and S-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

In certain Model Year ("MY") 2021-2022 EQS-Class and S-Class vehicles with an active and connected Mercedes me connect account, the MBUX system configuration might not meet specifications. In this case, several functions and applications (e.g. TV, digital owner's manual) may not be disabled while driving, as intended. This would allow vehicle occupants to activate those functions while the vehicle is driving. If an occupant were to actively select the function or application while the vehicle is driving, then driver distraction might result which could increase the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will update the MBUX system configuration. **This service 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. While 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. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures that might be applicable to your vehicle, which may increase the required working time.

What should YOU DO?



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

For additional information, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.MBUSA.com/recall. **Please mention you are asking about the "MBUX system configuration update" under Recall Campaign #2022010003.** 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.

Impacts from COVID-19: Your health and safety remain our top priority. The Mercedes-Benz dealerships remaining open for recall repairs and service are closely following the guidelines set forth by the CDC. **Free** vehicle pick-up and delivery may be available. Your preferred authorized Mercedes-Benz dealer can confirm availability

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.

Information for Owners

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. 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: XXXXXXXXXX

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 (26 boxes)

Last Name, First Name

Grid for Street (26 boxes)

Street

Apt

Grid for City, State, ZIP (26 boxes)

City

State

ZIP

Grid for Email Address (26 boxes)

Email Address

Grid for Phone (numbers only) (12 boxes)

Phone (numbers only)

Grid for Mobile (numbers only) (12 boxes)

Mobile (numbers only)

Date

Signature

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