

IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372

This re-notification applies to your vehicle, VIN: [REDACTED]
Update MBUX Software for Rearview Camera - UPDATE
MBUSA ID: 2021080009, NHTSA Recall ID: 21V354

February 2023



- A Remedy is now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealership as soon as possible.
- This repair will be provided **FREE** of charge.

Dear Mercedes-Benz Owner:

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

Our most recent records indicate that the vehicle registered in your name is affected by the subject safety recall, and still has not been repaired. We want to stress the importance of making an appointment at your preferred authorized Mercedes-Benz dealership as soon as possible for this FREE safety recall repair. This letter is a follow-up to the original communication that was sent to the owner who was on file for the Over-the-Air update as of June/July 2021. An Over-the-Air update was not successful for your vehicle and the vehicle must be repaired at an authorized Mercedes-Benz dealership.

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 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 issue?

Under certain conditions, the MBUX multimedia system on your vehicle might not startup or could reboot unintentionally after 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 Mercedes-Benz Dealership do?

An authorized Mercedes-Benz dealership will update the communication module software for the MBUX system on your vehicle. **This recall repair will be provided at no cost to you.** While the minimum repair time can be less than **1 hour**, your dealership can provide you with a better estimate of the overall time for this service visit. As a matter of normal service processes, an authorized Mercedes-Benz dealership will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. You will not be charged for other service or repairs unless so requested.



Steps to take.

- Find your nearest authorized Mercedes-Benz dealership at mbusa.com/recalls to schedule your recall repair.
- Please mention you are scheduling an appointment for Mercedes-Benz Recall Campaign **2021080009**.
- You may be asked for your VIN, which for your convenience is located at the top of this letter.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall campaign.

Sincerely,
Mercedes-Benz USA

**Don't wait. Find an authorized Mercedes-Benz dealership near you
at mbusa.com/recall and schedule the recall repair right away.**



IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372



What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit mbusa.com/recalls (or scan the QR Code to the left) and submit the VIN using our VIN recall lookup tool and fill out the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

Additional Information for Owners:

A VIN-based recall lookup tool is available at mbusa.com/recalls, which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this recall campaign, please contact an authorized Mercedes-Benz dealership.

Should an authorized Mercedes-Benz dealership be unable to address your concerns please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372). We are always happy to hear from you.

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.

If an authorized Mercedes-Benz dealership 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>.

**Don't wait. Find an authorized Mercedes-Benz dealership near you
at mbusa.com/recall and schedule the recall repair right away.**

