

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 Hand Detection Control Unit Software MY21-22 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class (206, 213, 223, 232, 238, 257, 290, and 297 platform)	DATE: April 1, 2022

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



Recall Campaign Initial Notification			April 1, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Hand Detection Control Unit Software
TBA	22V189	22P2197498	
<p>This is to notify you of a new Recall Campaign regarding Steering Wheel Recognition Sensor on 8,396 Model Year (“MY”) 2021-2022 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class (206, 213, 223, 232, 238, 257, 290, and 297 platform) 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 April 1, 2022.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021-2022 C-Class, E-Class, S-Class, SL-Class, E-Class Coupe/Convertible, CLS-Class, AMG GT 4-doors Coupe, and EQS-Class (206, 213, 223, 232, 238, 257, 290, and 297 platform) vehicles that have a leather steering wheel with steering wheel heating, the hands-off detection might not detect when the driver's hands are away from the steering wheel when using the Active Distance Assist DISTRONIC system. In this situation, a driver may not receive a warning message prompting the driver to grip the steering wheel as described in the owner’s manual. Additionally, in the event of a medical emergency involving the driver (e.g. driver loses consciousness), the vehicle could continue to drive and would not trigger the Active Emergency Stop Assist, as intended. Therefore, the vehicle would not stop and would not conduct an emergency call. In this case, First Responders would not be called to the vehicle, which could further increase the risk of injury due to a medical emergency.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the hand detection control unit software for the Active Distance Assist DISTRONIC system.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021-2022		
Vehicle Model	C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class		
Vehicle Populations			
Total Recall Population	8,396		
Total Vehicles in Dealer Inventory	62		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21-22 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-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 TekInfo. 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> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY21-22 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
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.		
<p>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.</p>			

