

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 Rearview Camera Software MY18-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class (118, 167, 177, 205, 213, 238, 247, 253, 257, and 293 platform)	DATE: April 15, 2022

IMPORTANT RECALL CAMPAIGN UPDATE

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 Launch Notification			April 15, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Rearview Camera Software
TBA	22V232	22P2197506	
<p>This is to notify you of a new Recall Campaign to update the rearview camera software on 126,443 Model Year (“MY”) 2018-2021 A-Class, C-Class, CLA-Class, CLS-Class, E -Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class (118, 167, 177, 205, 213, 238, 247, 253, 257, and 293 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 15, 2022.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2018-2021 A-Class, C-Class, CLA-Class, CLS-Class, E -Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class (118, 167, 177, 205, 213, 238, 247, 253, 257, and 293 platform) vehicles, the function of the rearview camera might be impaired. In this case, the rearview image might not be displayed in the central display after engaging the reverse gear. Instead, the central display would continue to display the existing image or display a black screen with a message indicating the inoperability of the rearview camera system. There is no deactivation or freezing of the rearview camera image. A rearview camera image that might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) as the vehicle begins to back up might impair rear visibility which might increase the risk of a crash. When the issue occurs, the driver might notice that the central display would either continue to display the existing image or display a black screen with a message indicating the inoperability of the rearview camera.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the rearview camera software on the affected vehicles.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2018-2021		
Vehicle Model	A-Class, C-Class, CLA-Class, CLS-Class, E -Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class		
Vehicle Populations			
Total Recall Population	126,443		
Total Vehicles in Dealer Inventory	37		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-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 retained 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 MY18-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed by May 27, 2022.		
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>			

