

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 MBUX Multimedia System Software MY21-22 EQS-Class and S-Class (223 and 297 platform)	DATE: July 15, 2022

IMPORTANT NEW RECALL CAMPAIGN

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			July 15, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Update MBUX Multimedia System Software
TBA	22V493	22P2197538	
<p>This is to notify you of the new Recall Campaign to update the MBUX multimedia system software on 8,530 Model Year ("MY") 2021-2022 EQS-Class and S-Class (223 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 July 15, 2022.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2022 EQS-Class and S-Class (223 and 297 platform) vehicles, the MBUX multimedia system software might not meet current production specifications. As a result, the central display might not be activated as intended when the vehicle is unlocked. In this case, the rearview camera image might not be displayed in the central display when the driver engages reverse gear. Instead, the central display would remain black. A deactivation or freezing of the rearview camera image during reverse driving can be excluded. A rearview camera picture that might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) when beginning to back up might impair rear visibility which might increase the risk of a crash.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the MBUX multimedia system software on the affected vehicles.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021-2022		
Vehicle Model	EQS-Class and S-Class		
Vehicle Populations			
Total Recall Population	8,530		
Total Vehicles in Dealer Inventory	38		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21-22 EQS-Class and S-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 EQS-Class and S-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>			

