



Mercedes-Benz USA, LLC

IMPORTANT SAFETY RECALL 2022040010
This notice applies to your vehicle, VIN: [REDACTED]
Update Hand Detection Control Unit Software
NHTSA Recall #22V189

May 2022

- 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.

[REDACTED]

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 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

In certain MY 2021-2022 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class 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. The 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), vehicle safety features including Active Emergency Stop Assist and automatic Emergency Responder calls would not be triggered, as intended, which could increase the risk of a crash or injury.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will update the hand detection control unit software for the Active Distance Assist DISTRONIC system on the affected vehicles. **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 which might be applicable to your vehicle and this 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 and to schedule an appointment, 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 scheduling an appointment to update the hand detection control unit software on the affected vehicles under Recall Campaign #2022040010.** 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 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

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