

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 notice applies to your vehicle, VIN: [REDACTED]
(Communication Rearview Camera)
MBUSA ID: 2022060007, NHTSA Recall ID: 22V232



- Remedy parts are 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.

July, 2022

Dear Mercedes-Benz Owner:

This notice is being 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 certain Model Year ("MY") 2018- 2021 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class and GLS-Class vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility." Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



The function of the rearview camera might be impaired where the rearview image might not be displayed in the central display after reversing. 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. In addition, the rearview camera image neither freezes nor deactivates. As the vehicle begins to back up, a rearview camera image under these conditions might impair rear visibility which could 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.

What will your Mercedes-Benz Dealership do?



An authorized Mercedes-Benz dealer will update the rearview camera software 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 **30 min**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of the 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.

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 **2022060007**.
- 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.



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What if I no longer own or drive the vehicle?

In the event you no longer own or drive this vehicle, please visit mbusa.com/recalls to update your information by submitting your VIN using our VIN recall lookup tool and filling out the "No longer Own" section on the website. If possible, please provide any contact information of the current owner/driver so we may 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 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>.

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer.

Please speak with your dealer concerning this matter. Thank you for your cooperation.

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

