

## IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC  
A Mercedes-Benz AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone: (770) 705-0600

This notice applies to your vehicle, VIN: [REDACTED]  
Update Rearview Camera Software  
NHTSA Recall ID: 22V232

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

June, 2022

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 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 concern?

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.



Unfortunately, the parts to remedy this are not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

An authorized Mercedes-Benz dealer will update the software of the rearview camera to current production specifications.

**Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, 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 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit [www.MBUSA.com/recall](http://www.MBUSA.com/recall).

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,  
Mercedes-Benz USA

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



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### **Additional Information for Owners:**

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>.

If you are no longer the vehicle owner, or have a change of address, please visit [www.MBUSA.com/recall](http://www.MBUSA.com/recall), input your VIN into the VIN lookup tool and input your updated information on the site. Additionally, you may also contact our customer assistance center at 1-800-367-6372. 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 days to comply with federal regulations.

**Don't wait. Find an authorized Mercedes-Benz dealership near you  
at [mbusa.com/recall](http://mbusa.com/recall) and schedule the recall repair right away.**

