



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 24, 2024

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC
13470 International Parkway
Jacksonville, FL 32218

NEF-107DG
24V-688

Subject: Software May Deactivate Emergency Braking System

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES-BENZ/AMG CLE53/2024
MERCEDES-BENZ/CLE 300/2024
MERCEDES-BENZ/CLE 450/2024
MERCEDES-BENZ/E 350/2024
MERCEDES-BENZ/E 450/2024

Mfr's Report Date: September 13, 2024

NHTSA Campaign Number: 24V-688

Components:

BACK OVER PREVENTION:AUTOMATIC SYSTEM BRAKING
EQUIPMENT:ELECTRICAL:INFOTAINMENT:SOFTWARE
PARKING BRAKE:ELECTRICAL:CONTROL MODULE:SOFTWARE

Potential Number of Units Affected: 2,025

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2024 CLE 300 Convertible, CLE 300 Coupe, CLE 450 Convertible, CLE 450 Coupe, E 350, E 450 Station Wagon, E 450, and AMG CLE 53 Coupe vehicles. A software error in the MBUX multimedia system may deactivate certain vehicle systems, including the cross-traffic alert that applies the brakes automatically in certain driving situations.

Consequence:

An automatic emergency braking system that does not function as intended can increase the risk of a crash.

Remedy:

The MBUX multimedia system software and parking control unit settings will be updated by a dealer, or through an over-the-air (OTA) update, free of charge. Owner notification letters are expected to be mailed November 12, 2024. Owners may contact MBUSA customer service at 1-800-367-6372.



Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mercedes-Benz USA, LLC's contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement