

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Initial Notification</b> <b>Update Cross-Traffic-Alert Function</b> <b>MY24 E-Class and CLE (214 and 236)</b>	DATE: September 20, 2024

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

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

Senior Manager, Vehicle Compliance & Analysis



<b>Recall Campaign Initial Notification</b>			<b>September 20, 2024</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Update Cross-Traffic-Alert Function</b>
TBA	24V688	24P2199666	
<p>This is to notify you of the <b>new Recall Campaign</b> to update the cross-traffic-alert function on <b>2,021</b> Model Year (“MY”) 2024 E-Class and CLE (214 and 236 platform) vehicles. The recall campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>September 20, 2024</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 E-Class (214 platform) and CLE (236 platform) vehicles, the MBUX multimedia system software might not meet current production specifications. If the MBUX multimedia system is affected, a permanent deactivation of certain functions of assistance systems might occur. As a result, the system-initiated brake interventions for cross-traffic might not be triggered, if the vehicle is moving forward or reversing under 6 mph. Should a driver improperly rely solely on the assistance systems, the risk of a crash might increase.</p>		
<b>What We’re Doing</b>	<p>MBAG will update the software of the MBUX multimedia system and then reset the parking control unit settings on the affected vehicles. This software update is planned to be performed over-the-air with no workshop visit being required.</p>		
<b>Parts</b>	<b>Remedy is not available at this time.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2024		
<b>Vehicle Model</b>	E-Class and CLE		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2,021		
<b>Total Vehicles in Dealer Inventory</b>	<b>233</b>		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p><b>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).</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on or before November 12, 2024.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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.		
<b>Customer Reimbursement</b>	Customer reimbursement is not being offered for this campaign.		
<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>			

