

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: Recall Campaign Launch Notification Update Cross-Traffic-Alert Function – Wave 1 MY24 E-Class and CLE (214 and 236)	DATE: October 18, 2024

IMPORTANT RECALL CAMPAIGN UPDATE

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



Recall Campaign Launch Notification			October 18, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Cross-Traffic-Alert Function - Wave 1
2024100004	24V688	24P5496238	
2024100005		24P5496233	
<p>This is to notify you of the Recall Campaign Launch to update the cross-traffic-alert function on 465 Model Year (“MY”) 2024 E-Class and CLE (214 and 236 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on October 18, 2024.</p>			
Background			
Issue	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.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will update the software in the MBUX multimedia system & instrument cluster control unit or perform an SCN coding in the parking system control unit.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2024		
Vehicle Model	E-Class and CLE		
Vehicle Populations			
Total Recall Population	465		
Total Vehicles in Dealer Inventory	246		
<p>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.</p> <p>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).</p> <p>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.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before November 1, 2024.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	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.		
Customer Reimbursement	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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024100004, October 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class and CLE (214 and 236 platform)**
Model Year 2024

Update Cross-Traffic-Alert Function – Wave 1

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. An authorized Mercedes-Benz dealership will update the software in the MBUX multimedia system & instrument cluster control unit or perform SCN coding in the parking system control unit.

Prior to performing this Campaign:

- **VMI must be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 20 vehicles are affected.

Order No. P-RC-2024100004

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Update Cross-Traffic-Alert Function – Wave 1

Model 214 and 236

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - Follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical battery system** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. **Update A26/17 - MBUX multimedia system + Instrument cluster (Head unit) control unit software.**
 - i** To do this, select menu item "Quick test view → **A26/17 - MBUX multimedia system + Instrument cluster (Head unit)** → Adaptations → Control unit update → Updating of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
 - i** If **no new software** is found, **SCN coding** must be performed in **N62/3 parking system (PARK)** control unit.
 - i** To do so, select menu item "Quick test view → **N62/3 - Parking system (PARK)** → Adaptations → Control unit update → Updating of SCN coding".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

i **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair:*

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 962 38	02-9334*	Update MBUX multimedia system + instrument cluster control unit software (with XENTRY Diagnosis connected)	0.1
	02-9446	Perform SCN coding in Parking system control unit (with XENTRY Diagnosis connected)	0.1
	02-4762**	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058**	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* May be invoiced only if a **newer software version was available and updated**.

** Invoice operation item only once for each workshop order.

i **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*