

**ATTENTION:** Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

## Safety Recall Launch Notification

May 15, 2026

Campaign #	NHTSA ID	Description	<b>Update Infotainment Control Unit Software</b>
2026050004	26V281	26P5496804	

### Campaign Details

<b>Total Recall Population</b>	144,049	<b>Model(s)/ Platform(s)</b>	AMG GT, C-Class, E-Class, SL, CLE and GLC (192, 206, 214, 232, 236 and 254 platform)
<b>Vehicles in Dealer Inventory</b>	269		
<b>Model Year(s)</b>	2024-2026		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2024-2026 AMG GT, C-Class, E-Class, SL, CLE and GLC (192, 206, 214, 232, 236 and 254 platform) vehicles, the software of the infotainment control unit might trigger an increased number of system resets as part of an intended fallback behavior. This is designed to improve performance but may result in a brief interruption in the Instrument Cluster's display of information while the reset is in process. As a result, the driver may be unable to view certain driving-related information during the reset process, increasing the risk of a crash.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will update the infotainment control unit software on the affected vehicles.		
<b>Remedy</b>	The remedy software is available and can be performed at this time.		
<b>Launch Date</b>	Affected VINs will be flagged in VMI as "OPEN" on Friday, May 15, 2026. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
<b>Approximate Customer Notification Date</b>	Friday, June 05, 2026 Final customer letter can be found at MBUSA.com/recall or NHTSA.gov at the time of mailing.		
<b>Warranty Claim Notice</b>	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

**Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN" and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that might be applicable to the vehicle(s).

**Additionally, given this notice, it is a violation of federal law for car rental companies to rent vehicles covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

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 Care Center at 1-800-FOR-MERCEDES.

