

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Launch Notification</b> <b>Response Time of Rearview Camera Image</b> <b>MY19 177 (A-Class)</b>	DATE: April 2, 2020

**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

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			April 2, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Response Time of Rearview Camera Image</b>
2020030018	20V046	20P5498202	
<p>This is to notify you of a <b>Recall Campaign Launch</b> regarding the rearview camera in <b>22</b> Model Year (“MY”) 2019 A-Class (177 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on April 2, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 A-Class (177 platform) vehicles, the installed software for the rearview camera might not meet current production specifications. As a result, the response time of the rearview camera image might not meet the requirements of FMVSS 111, S5.5.3 under certain operating conditions. If the central display unit is manually turned off prior to switching the vehicle ignition off, and the vehicle is subsequently restarted and the gear selector shifted into the reverse gear within 25 seconds after opening the driver’s door, there could be a delay in the display of the rearview image on the central display. In this case, the response time of the rearview camera image might not comply with FMVSS 111. Additionally, the delay in the rearview image display might hinder the driver’s ability to identify potential hazards in the rear of the vehicle, increasing the risk of a crash.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer, will update the software of the rearview camera on the affected vehicles.</p>		
<b>Parts</b>	<p><b>The remedy is available and can be performed.</b></p>		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2019		
Vehicle Model	A-Class		
<b>Vehicle Populations</b>			
Total Recall Population	22		
Total Vehicles in Dealer Inventory	6		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 A-Class 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 Star TekInfo. 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.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY19 A-Class 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 4/8/2020.		
<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.		
<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>			





Mercedes-Benz

Campaign No. 2020030018, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class (177 platform)**  
**Model Year 2019**  
**Response Time of Rearview Camera Image**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 A-Class (177 platform) vehicles, the installed software for the rearview camera might not meet current production specifications. As a result, the response time of the rearview camera image might not meet the requirements of FMVSS 111, S5.5.3 under certain operating conditions. If the central display unit is manually turned off prior to switching the vehicle ignition off, and the vehicle is subsequently restarted and the gear selector shifted into the reverse gear within 25 seconds after opening the driver's door, there could be a delay in the display of the rearview image on the central display. In this case, the response time of the rearview camera image might not comply with FMVSS 111. Additionally, the delay in the rearview image display might hinder the driver's ability to identify potential hazards in the rear of the vehicle, increasing the risk of a crash. An authorized Mercedes-Benz dealer, will update the software of the rearview camera on the affected vehicles

Prior to performing this Recall Campaign:

- VMI must always 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 Recall Campaign bulletin and follow the repair procedure exactly as described.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 22 vehicles are involved.

Order No. P-RC-2020030018

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

**i** **Note:**

- Use Xentry 12/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

**Work procedure**

1. Connect XENTRY Diagnosis.
2. Update **MBUX multimedia system (head unit)-A26/17** control unit software.

**i** To do this, select menu item "Quick test view" ➡ MBUX multimedia system (head unit)-A26/17 ➡ Adaptations ➡ Control unit update ➡ Manual settings ➡ Update of control unit software.

**i** Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

**Warranty Information**

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Update MBUX multimedia system (head unit)-A26/17 control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 982 02 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

\*Operation item can only be invoiced once for each work order.

**i** **Note**

Operation Number labor times are subject to change