

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: Recall Campaign Initial Notification Response Time of Rearview Camera Image MY19 177 (A-Class)	DATE: February 3, 2020

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

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	NHTSA ID	Campaign Desc. :	Response Time of Rearview Camera Image
TBA	20V046	20P2197220	
<p>This is to notify you of a new Recall Campaign regarding the rearview camera in 22 Model Year (“MY”) 2019 A-Class (177 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on February 3, 2020.</p>			
Background			
Issue	<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>		
What We’re Doing	<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>		
Parts	<p>A remedy is not yet available. An additional notification will be sent once a remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	A-Class		
Vehicle Populations			
Total Recall Population	22		
Total Vehicles in Dealer Inventory	2		
<p>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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>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.</p>			
Next Steps/Notes			
Customer Notification Timeline	<p>Customer letter will be mailed approximately one week after the remedy becomes available.</p>		
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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>			

