



IMPORTANT SAFETY RECALL
This INTERIM notice applies to your vehicle, [REDACTED]
Response Time of Rearview Camera Image
NHTSA Recall # 20V046

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

March, 2020



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vehicles, has decided that certain Model Year ("MY") 2019 A-Class vehicles fail to conform with the rearview camera requirements of Federal Motor Vehicle Safety Standard number 111 "Rear Visibility". Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

MBAG 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 "Rear Visibility", 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. The delay in the rearview image display might hinder the driver's ability to identify potential hazards behind 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. Unfortunately, the software is currently not yet available.

We are working to obtain the necessary software to correct this condition as quickly as possible. As the software becomes available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website, offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
A Mercedes-Benz AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

