OMB Control No.: 2127-0004

Part 573 Safety Recall Report

21V-354

Manufacturer Name: Mercedes-Benz USA, LLC

Submission Date: JUL 01, 2021 **NHTSA Recall No.:** 21V-354 **Manufacturer Recall No.:** 2021050012



Manufacturer Information:

Manufacturer Name: Mercedes-Benz USA, LLC

Address: 13470 International Parkway

Jacksonville FL 32218

Company phone: 1-877-496-3691

Population:

Number of potentially involved : 343,191 Estimated percentage with defect : 100 %

Vehicle Information:

Vehicle 1: 2020-2021 Mercedes-Benz CLA250

Vehicle Type: LIGHT VEHICLES

Body Style : 4-DOOR Power Train : GAS

Descriptive Information: Mercedes-Benz MY2020-2021 CLA250 16,232 vehicles. The recall population was

determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates: MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 2: 2020-2021 Mercedes-Benz CLA35 AMG

Vehicle Type: LIGHT VEHICLES

Body Style : 4-DOOR Power Train : GAS

Descriptive Information: Mercedes-Benz MY2020-2021 CLA35 AMG 1,789 vehicles. The recall population was

determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates: MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 3:	2020-2021 Merc	cedes-Benz GLI	E350		
Vehicle Type :	LIGHT VEHICLE	S			
Body Style :	SUV				
Power Train:	GAS				
Descriptive Information :				59,007 vehicles. The recals. Vehicles outside of the	
		· -		ccording to current produ	
Production Dates:	MAY 29, 2018 - A	APR 30, 2021			
VIN Range 1:		NR	End:	NR	■ Not sequential
Vehicle 4:	2020-2021 Merc	cedes-Benz GLI	E450		
Vehicle Type :	LIGHT VEHICLE	S			
Body Style :	SUV				
Power Train:	GAS				
Descriptive Information :	Mercedes-Benz	MY2020-2021	GLE450	9,500 vehicles. The recall	population was
		· -		ls. Vehicles outside of the	
	not have the affe	ected MBUX sof	tware a	ccording to current produ	ction specifications.
Production Dates:	MAY 29, 2018 - A	APR 30, 2021			
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential
Vahiala E.	2021-2021 Merc	andas Danz CI I	EEO ANA	n	
			E33 AMI	u	
V -	LIGHT VEHICLE	3			
Body Style : Power Train :					
		MW0001 CLEE		051 1:1 [7]	1
Descriptive Information :				,051 venicles. The recall p ls. Vehicles outside of the i	
		· -		ccording to current produ	
Production Dates :			.,,	ocor arrig to carrone produ	orion speciments.
VIN Range 1:		NR	End:	NR	☐ Not sequential
	208111		Ziiu i		
Vehicle 6:	2020-2021 Merc	cedes-Benz GLI	E580		
Vehicle Type :	LIGHT VEHICLE	S			
Body Style :	SUV				
Power Train :	GAS				
Descriptive Information :	Mercedes-Benz	MY2020-2021	GLE580	1,555 vehicles. The recall	population was
•	determined thro	ough production	n record	ls. Vehicles outside of the	recall population do
	not have the affe	ected MBUX sof	tware a	ccording to current produ	ction specifications.
Production Dates :	MAY 29, 2018 - A	APR 30, 2021			
VIN Range 1:	Begin :	NR	End:	NR	■ Not sequential

			63 AM(GS	
•	determined thro not have the affe	ough production ected MBUX sof	ı record	1,083 vehicles. The recall ls. Vehicles outside of the recording to current produc	ecall population do
Production Dates :					_
VIN Range 1:	Begin :	NR	End:	NR	☐ Not sequential
			53 AM(G Coupe	
·	determined thro not have the affe	ough production ected MBUX sof	ı record	oupe 7,535 vehicles. The r ls. Vehicles outside of the r ccording to current produc	ecall population do
Production Dates :				ND	
VIN Range 1:	Begin :	NR	End:	NR	☐ Not sequential
Vehicle Type : Body Style : Power Train :	GAS Mercedes-Benz I	S MY2020-2021 (GLE63 A	AMG S Coupe 877 vehicles.	
				roduction records. Vehicles BUX software according to	
Production Dates :					
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential
			450		
Descriptive Information :	determined thro	ugh production	ı record	31,724 vehicles. The recalls. Vehicles outside of the r	ecall population do
	not have the affe	ectea MBUX son	tware a	ccording to current produc	ction specifications.
Production Dates :			tware a	ccording to current produc	ction specifications.
Production Dates : VIN Range 1 :	MAY 29, 2018 - A		End:		☐ Not sequential

Vehicle 11:	2020-2021 Mer	cedes-Benz GLS	5580		
Vehicle Type :	LIGHT VEHICLE	S			
Body Style :	SUV				
Power Train :	GAS				
Descriptive Information :	Mercedes-Benz	MY2020-2021	GLS580	4,038 vehicles. The recall	population was
•	determined thro	ough production	n record	ls. Vehicles outside of the 1	recall population do
	not have the affe	ected MBUX sof	tware a	ccording to current produ	ction specifications.
Production Dates:	MAY 29, 2018 - A	APR 30, 2021			
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential
	2021-2021 Mer			LS600	
V 1	BUSES, MEDIUM	I & HEAVY VEH	IICLES		
Body Style :					
Power Train :		_	_		
Descriptive Information :				600 421 vehicles. The reca	
		U .		ls. Vehicles outside of the i ccording to current produ	
Duadwation Dates			tware a	ccording to current produ	ction specifications.
Production Dates:			End:	ND	□ Not acquential
VIN Range 1:	begin:	NR	Ena:	NK	☐ Not sequential
Vehicle 13:	2021-2021 Merc	cedes-Benz GLS	63 AM	n Ji	
	LIGHT VEHICLE				
Body Style :					
Power Train:					
Descriptive Information :	Mercedes-Benz	MY2021 GLS63	S AMG 1	,526 vehicles. The recall po	opulation was
-				ls. Vehicles outside of the i	
	not have the affe	ected MBUX sof	tware a	ccording to current produ	ction specifications.
Production Dates:	MAY 29, 2018 - A	APR 30, 2021			
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential
***	0040 0004 15				
	2019-2021 Merc		20		
V 1	LIGHT VEHICLE	5			
Body Style :					
Power Train :					_
Descriptive Information :				0,001 vehicles. The recall p	-
				ls. Vehicles outside of the i ccording to current produ	
Draduation Datas			twait d	ccording to current produ	ction specifications.
Production Dates:		APR 30, 2021 NR	End:	ND	☐ Not sequential
VIN Range 1:	Degili .	1110	LIIU.	INIC	☐ Not sequential

	2020-2021 Mer LIGHT VEHICLE 4-DOOR		5 AMG		
Power Train :	GAS				
•	determined thronot have the aff	ough productio ected MBUX so	n record	ls. Vehicles o	icles. The recall population was outside of the recall population do current production specifications.
Production Dates :					
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential
Vehicle 16:	2021-2021 Mer	cedes-Benz E4	50		
Vehicle Type :	LIGHT VEHICLE	ES			
Body Style :	4-DOOR				
Power Train :	GAS				
Descriptive Information :	through produc	tion records. Ve	ehicles o	outside of the	recall population was determined e recall population do not have the action specifications.
Production Dates:	MAY 29, 2018 -	APR 30, 2020			
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential
			3 AMG C	abriolet	
Descriptive Information :					les duction records.
	Vehicles outside according to cur				e the affected MBUX software
Production Dates :	MAY 29, 2018 -	APR 30, 2021			
VIN Range 1:		NR	End:	NR	☐ Not sequential
	2021-2021 Mer LIGHT VEHICLE		3 AMG		
Body Style :	4-DOOR				
Power Train :	GAS				
Descriptive Information :	determined thro not have the aff	ough productio ected MBUX sol	n record	ls. Vehicles o	e recall population was outside of the recall population do current production specifications.
Production Dates :					_
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential

Vehicle Type : Body Style : Power Train :	GAS	SS				
•	through produc affected MBUX s	tion records. Ve software accord	ehicles o	outside of the	recall population was determined recall population do not have the ction specifications.	
Production Dates :			гі	ND		
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
Vehicle 20:	2020-2021 Mer	cedes-Benz GL	B250			
	LIGHT VEHICLE					
Body Style :						
Power Train :						
Descriptive Information :	Mercedes-Benz The recall popul					
	Vehicles outside according to cur				the affected MBUX software	
Production Dates :	MAY 29. 2018 -	APR 30, 2021				
VIN Range 1:		NR	End:	NR	☐ Not sequential	
Vehicle Type : Body Style :	2020-2020 Mer LIGHT VEHICLE SUV HYBRID ELECTI	CS .	C350e			
Descriptive Information :	determined thro	ough productio	n record	ls. Vehicles ou	les. The recall population was atside of the recall population do arrent production specifications.	
Production Dates :	MAY 29, 2018 -	APR 30, 2021				
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
Vehicle 22:	2020-2021 Mer	cedes-Benz GL	C43 AM	G		
Vehicle Type :	LIGHT VEHICLE	S.S				
Body Style :	SUV					
Power Train :	GAS					
Descriptive Information :	Mercedes-Benz MY2020-2021 GLC43 AMG 2,843 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.					
Production Dates :	MAY 29, 2018 -	APR 30, 2021				
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	

	2021-2021 Mercedes-Benz GLB35 AMG LIGHT VEHICLES SUV						
Power Train :							
Descriptive Information :		Mercedes-Benz 2021 GLB35 AMG 1,055 Vehicles The recall population was determined through production records.					
		-	opulation do not ha on specifications.	ve the affected MBUX software			
Production Dates :	MAY 29, 2018 -	APR 30, 2021					
VIN Range 1:		NR	End: NR	☐ Not sequential			
Vehicle 24:	2020-2021 Mer	cedes-Benz GI	.C300				
Vehicle Type :	LIGHT VEHICLE	ES					
Body Style :							
Power Train :							
Descriptive Information :	determined thro	ough productio	on records. Vehicles	nicles. The recall population was outside of the recall population do current production specifications.			
Production Dates :	MAY 29, 2018 -	APR 30, 2021					
VIN Range 1:		NR	End: NR	☐ Not sequential			
Vehicle 25:	2020-2021 Mer	cedes-Benz GI	.C63 AMG				
Vehicle Type :	LIGHT VEHICLE	ES					
Body Style :							
Power Train :							
Descriptive Information :	n: Mercedes-Benz MY2020-2021 GLC63 AMG 704 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.						
Production Dates :	MAY 29, 2018 -	APR 30, 2021					
VIN Range 1:		NR	End: NR	☐ Not sequential			

Vehicle 26:	2021-2021 Mer	cedes-Benz CLS	3450		
Vehicle Type :	LIGHT VEHICLE	S			
Body Style :	4-DOOR				
Power Train:	GAS				
Descriptive Information :					
		- ·		ds. Vehicles outside of the according to current produ	
Production Dates :	MAY 29, 2018 - A	APR 30, 2021			
VIN Range 1:		NR	End:	NR	■ Not sequential
Vehicle 27:	2021-2021 Mer	cedes-Benz E63	3 AMG S	,	
Vehicle Type :	LIGHT VEHICLE	S			
Body Style :	4-DOOR				
Power Train :	GAS				
Descriptive Information :	Mercedes-Benz	MY2021 E63 A	MG S 41	19 vehicles. The recall pop	oulation was
				ds. Vehicles outside of the according to current produ	
Production Dates :	MAY 29, 2018 - A	APR 30, 2021			
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential
	2021-2021 Mer		A250		
V 1	LIGHT VEHICLE	S			
Body Style :					
Power Train :					
Descriptive Information :				Vehicles through production reco	rds.
	Vahialas autaida	of the recall re	mulatio	an do not have the affector	MDIIV coftwore
	according to cur			on do not have the affected ications	I MBUX SOILWare
	according to car	rem production	поресп	iodilono.	
Production Dates :	MAY 29, 2018 - A	APR 30, 2021			
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential
Vehicle 29 ·	2021-2021 Mer	redes-Benz CLS	553 AM(7	
	LIGHT VEHICLE			-	
Body Style :		~			
Power Train :					
Descriptive Information :		MV2021 CI \$53	AMC 2	46 Vahiclas Tha racall no	nulation was
Descriptive information.				ds. Vehicles outside of the	
				ccording to current produ	
				•	-
Production Dates :				ND	
VIN Range 1:	Begin :	NR	End:	NK	☐ Not sequential

Vehicle Type :	2021-2021 Merc LIGHT VEHICLE STATIONWAGO	SS	50 Wag	on	
Power Train :		11			
Descriptive Information :		MY2021 F450	Wagon	594 vehicles Th	ne recall nonulation was
Descriptive information.	determined thro	ough productio	n recor	ds. Vehicles outs	side of the recall population do rent production specifications.
Production Dates :	MAY 29, 2018 -	APR 30, 2021			
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential
	2021-2021 Mer		A35 AN	lG	
	LIGHT VEHICLE				
	STATIONWAGO	N			
Power Train:					
Descriptive Information :	Mercedes-Benz The recall popul				ction records.
				.	
	Vehicles outside according to cur	-	-		he affected MBUX software
Production Dates :	G	-	•		
VIN Range 1:		NR	End:	NR	☐ Not sequential
					-
Vehicle 32:	2021-2021 Mer	cedes-Benz E63	3 AMG S	Wagon	
Vehicle Type :	LIGHT VEHICLE	S			
Body Style :	STATIONWAGO	N			
Power Train :	GAS				
Descriptive Information :	Mercedes-Benz	MY2021 E63 A	MG S W	agon 112 vehic	les. The recall population was
					side of the recall population do
			tware a	eccording to cur	rent production specifications.
Production Dates :					
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential
Vehicle 33 ·	2021-2021 Mer	cedes-Benz CI	Δ45 ΔΜ	C	
	LIGHT VEHICLE		110 / 11/1	ď	
V 2	STATIONWAGO				
Power Train :		11			
		MV9091 CL A 4	z AMC /	IFC Voltiales	
Descriptive Information :	The recall popul				ction records.
	Vehicles outside	-	-		he affected MBUX software
Production Dates :	G	-	•		
VIN Range 1:		NR	End:	NR	☐ Not sequential
, ii. ivange 1 .			a .		

			50 Coup	e	
Descriptive Information :	determined thro	ough production	n record	ls. Vehicles outside o	all population was of the recall population do production specifications.
Production Dates:	MAY 29, 2018 -	APR 30, 2021			
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential
	GAS Mercedes-Benz population was	S MY2021 AMG (determined thi	GT43 4 I ough pi	Door Coupe 1,061 Ve	ehicles. The recall ehicles outside of the recall ling to current production
Production Dates :	MAY 29, 2018 -	APR 30, 2021			
VIN Range 1:		NR	End:	NR	☐ Not sequential
	GAS Mercedes-Benz population was	S MY2021-2021 determined thi	AMG GT	53 4 Door Coupe 8'	76 Vehicles. The recall ehicles outside of the recall ling to current production
Production Dates :	MAY 29, 2018 -	APR 30, 2021			
VIN Range 1:	Begin:	NR	End:	NR	Not sequential
	GAS Mercedes-Benz	S MY2021 E53 A	MG Cou	pe 268 vehicles. The	
Production Dates :	determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications. SS: MAY 29, 2018 - APR 30, 2021				
VIN Range 1:		NR	End:	NR	☐ Not sequential
- J	<u> </u>				

Vehicle Type :	LIGHT VEHICL		IG GT63 Four Door			
Body Style :						
Power Train :	GAS					
Descriptive Information :	population was	Mercedes-Benz MY2021-2021 AMG GT 63 4 Door Coupe 168 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.				
Production Dates :	MAY 29, 2018 -	- APR 30, 2021				
VIN Range 1:	Begin:	NR	End: NR	☐ Not sequential		
W.L.J. 00	0001 0001 14	d D D.4	50 Cahadalar			
	2021-2021 Me		50 Cabriolet			
Body Style :	LIGHT VEHICL	ES				
Power Train :						
		- MW9091 E450	Cabatalar 1 900 biala	The meal manufation and		
•	determined the not have the af	rough production fected MBUX so	on records. Vehicles out	es. The recall population was side of the recall population do crent production specifications.		
Production Dates :	MAY 29, 2018 -					
VIN Range 1:	Begin:	NR	End: NR	☐ Not sequential		
Vehicle 40:	2020-2021 Me	rcedes-Benz GL	C43 AMG Coupe			
	LIGHT VEHICL		1			
Body Style :	SUV					
Power Train :	GAS					
Descriptive Information :	Mercedes-Benz 2020-2021 GLC 43 AMG Coupe Vehicles The recall population was determined through production records.					
	Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.					
Production Dates :	MAY 29, 2018 -	-APR 30, 2021				
VIN Range 1:	Begin:	NR	End: NR	☐ Not sequential		

Vehicle 41:	2021-2021 Mer	cedes-Benz AM	G GT63S Four Door			
Vehicle Type :	LIGHT VEHICLE	S				
Body Style :	4-DOOR					
Power Train :	GAS					
Descriptive Information :	Mercedes-Benz MY2021 AMG GT63S 4 Door Coupe 349 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.					
Production Dates :	MAY 29, 2018 - APR 30, 2021					
VIN Range 1:		NR	End: NR	■ Not sequential		
				-		
Vehicle 42:	: 2020-2021 Mercedes-Benz GLC300 Coupe					
V -	LIGHT VEHICLE	S				
Body Style :						
Power Train :						
Descriptive Information :			C300 Coupe 7,707 Vehicles rmined through production recor	ds.		
	77 1 . 1	6.1	1 1	LLADIN C		
	according to cur		opulation do not have the affected	i MBUX software		
	according to cur	Tent productio	n specifications.			
Production Dates:	MAY 29, 2018 -	APR 30, 2021				
VIN Range 1:	Begin:	NR	End: NR	■ Not sequential		
	2020-2021 Mer		C63 AMG Coupe			
V -	LIGHT VEHICLE	S				
Body Style :						
Power Train :	GAS					
Descriptive Information :			C 63 AMG Coupe 229 vehicles.	1		
	The recall popul	lation was dete	rmined through production recor	ds.		
	Vehicles outside	of the recall p	opulation do not have the affected	l MBUX software		
	according to cur	rent productio	n specifications.			
Production Dates :	MAY 29. 2018 - A	APR 30, 2021				
VIN Range 1:		NR	End: NR	■ Not sequential		

Vehicle 44: 2020-2021 Mercedes-Benz GLC63 AMG S Coupe

Vehicle Type: LIGHT VEHICLES

Body Style: SUV Power Train: GAS

Descriptive Information: Mercedes-Benz 2020-2021 GLC63 AMG S Coupe 482 vehicles.

The recall population was determined through production records.

Vehicles outside of the recall population do not have the affected MBUX software

according to current production specifications.

Production Dates: MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 45: 2020-2021 Mercedes-Benz CLA45 AMG

Vehicle Type: LIGHT VEHICLES

Body Style: 4-DOOR Power Train: GAS

Descriptive Information: Mercedes-Benz MY2020-2021 CLA45 AMG 852 vehicles. The recall population was

determined through production records. Vehicles outside of the recall population do not have the affected MBUX software according to current production specifications.

Production Dates: MAY 29, 2018 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR Not sequential

Description of Noncompliance:

Description of the Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has

Noncompliance: determined that on certain Model Year ("MY") 2019 - 2021 CLA-Class (118

platform), GLE/GLS-Class (167 platform), A-Class (177 platform), E-Class (213 platform), E-Class Coupe/Convertible (238 platform), GLA/GLB-Class (247 platform), GLC-Class (253 platform), CLS-Class (257 platform), and AMG GT-Class 4-doors Coupe (290 platform) vehicles the MBUX multimedia system

software might not meet specifications.

FMVSS 1: 111 - Rear visibility

FMVSS 2: NR

Description of the Safety Risk: Under very specific conditions, the MBUX multimedia system might not start

and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted which could increase a risk

of a crash or injury.

Description of the Cause: Due to a deviation in the development process, the MBUX multimedia system

software might not meet current production specifications.

Identification of Any Warning If the issue occurs, the customer might notice that the rearview camera image

that can Occur: is not available.

Involved Components:

Component Name 1: MBUX Software

Component Description: NR

Component Part Number: A2479042800

Component Name 2: MBUX Software

Component Description: NR

Component Part Number: A1679048200

Component Name 3: MBUX Software

Component Description: NR

Component Part Number: A1679048500

Component Name 4: MBUX Software

Component Description: NR

Component Part Number: A1679048900

Component Name 5: MBUX Software

Component Description: NR

Component Part Number: A1679040201

Component Name 6: MBUX Software

Component Description: NR

Component Part Number: A2479041400

Component Name 7: MBUX Software

Component Description: NR

Component Part Number: A2479042700

Component Name 8: MBUX Software

Component Description: NR

Component Part Number: A2479041700

Component Name 9: MBUX Software

Component Description: NR

Component Part Number: A2479043100

Component Name 10: MBUX Software

Component Description: NR

Component Part Number: A2479041900

Component Name 11: MBUX Software

Component Description: NR

Component Part Number: A2479042100

Component Name 12: MBUX Software

Component Description: NR

Component Part Number: A2479042400

Component Name 13: MBUX Software

Component Description: NR

Component Part Number: A2479042200

Component Name 14: MBUX Software

Component Description: NR

Component Part Number: A2479042600

Supplier Identification:

Component Manufacturer

Name: Harman/Becker Automotive Systems GmbH

Address: Konrad-Zuse-Straße 10

Böblingen Foreign States 71034

Country: Germany

Chronology:

In mid-July 2020, MBAG launched an investigation after receiving reports from the field describing situations where the rearview image in various vehicle platforms remained blank after the transmission was placed in reverse. The initial information that MBAG received from these reports was general in nature and did not point to any particular reason for the anomaly. MBAG proceeded to obtain a vehicle from the field for additional analysis in late summer of 2020. In cooperation with the MBUX system supplier, MBAG conducted an analysis of the vehicle throughout autumn of 2020. During the course of the testing, MBAG became aware of other reports from the field that indicated a possible issue with the performance of the MBUX system and rearview camera display. In these instances, customers reported a brief interruption of the rearview image after which it would immediately reappear. In the winter of 2020 and into 2021 MBAG worked to identify the conditions that appeared to affect the performance of the MBUX system under these two potential failure mechanisms. These aspects were further considered including whether they were related issues and any influence on each other. MBAG's investigation revealed that the MBUX system may not initialize as intended depending on a specific combination of conditions such as component tolerances and temperatures. If those conditions were to occur, the rearview camera image might not be displayed.

Further, through the investigation it was found that there is a possibility that an ongoing writing operation on the hard drive of the MBUX multimedia system could be interrupted during the "shut down" phase of the system. If this were to occur, the unprocessed data could be stored on the hard drive and the next time the MBUX system was initiated, while the system would restart as intended, it then could reboot itself approximately 50 seconds after system initiation. Please see Chronology Supplement.

Description of Remedy:

Description of Remedy Program: Either an authorized Mercedes-Benz dealer or an over-the-air ("OTA") update will update the communication module software for the MBUX system on the affected vehicles.

> All customers will be mailed recall notification letters as required under federal regulations. For vehicles with a "Mercedes Me" subscription service, the software update will be performed OTA and so a dealer visit is not required.

> For vehicles without a Mercedes Me subscription service, the notification letter will advise the customer that they may opt out of the OTA update and visit an authorized Mercedes-Benz dealer to have the update performed. If the customer does not opt out within the specified period, the update will be performed OTA with the vehicle thereafter. Depending on conditions such as network coverage and consistency of the data connection, if the OTA update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed. Customers who subscribe to the Mercedes Me service may check the status of the update through the associated website and/or through the Mercedes Me App.

If the vehicle is subscribed to the Mercedes Me Connect services, the current status of the remote software update will be listed on the Mercedes Me connect webpage under "Software Update". Further information regarding software updates can be found in the Operator's Manual.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since the involved vehicles would not have been previously subject to the condition described. Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since the involved vehicles would not have been previously subject to the condition described and all remain covered under the new vehicle warranty.

from Recalled Component:

How Remedy Component Differs Software of the MBUX multimedia system according to specifications.

Remedy Software A2479042900

Identify How/When Recall Condition An updated software in the production ensures that this issue can no was Corrected in Production: longer occur from May 26, 2021 onwards.

Recall Schedule:

Description of Recall Schedule: Dealers were notified of the pending voluntary recall campaign on May

21, 2021. Dealers will be notified of the additional vehicles on July 2,

2021. A final owner notification is scheduled to begin June 28, 2021. A

copy of all communications will be provided when available.

Planned Dealer Notification Date: MAY 21, 2021 - NR Planned Owner Notification Date: JUN 28, 2021 - NR

* NR - Not Reported