

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 Notification MBUX System Configuration Updated via “Backend” Server MY21-22 223 and 297 (EQS-Class and S-Class)	DATE: January 28, 2022

IMPORTANT RECALL CAMPAIGN UPDATE

NO DEALER ACTION REQUIRED - VEHICLES UPDATED VIA THE “BACKEND” SERVER

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			January 28, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	MBUX System Configuration Updated via “Backend” Server
2022010010	21V931	22P5495410	
<p>Information Only - This is to notify you of the Recall Campaign that updated the MBUX system configuration via “backend” server on 194 Model Year (“MY”) 2021-2022 EQS-Class and S-Class (223 and 297 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 “OPEN” on January 28, 2022.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”) has determined that on certain Model Year (“MY”) 2021-2022 S-Class (223 platform) and EQS (297 platform) vehicles with an active and connected Mercedes me connect account, the MBUX system configuration might not meet specifications. In this case, several functions and applications (e.g. TV, digital owner's manual) would not be disabled while driving, as intended. This would allow vehicle occupants to activate those functions while the vehicle is driving. If an occupant were to actively select the function or application while the vehicle is driving, then driver distraction might result which could increase the risk of a crash.		
What We’re Doing	MBUSA is conducting a voluntary recall. Mercedes-Benz AG has updated the configuration on the MBAG server that connects with potentially affected vehicles in the United States. This has been performed by means of a correction in a Mercedes-Benz computer server (“backend”). NO ACTION is needed by Dealers.		
Parts	Parts are not required for repair. The recall remedy is available through the “backend” server so NO ACTION needed.		
Vehicles Affected			
Vehicle Model Year(s)	2021-2022		
Vehicle Model	EQS-Class and S-Class		
Vehicle Populations			
Total Recall Population	194		
Total Vehicles in Dealer Inventory	0		
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21-22 EQS-Class and S-Class 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 repaired via the “backend” server. Once the repair is complete, the vehicle may be sold or leased.			
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).			
Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY21-22 EQS-Class and S-Class vehicles covered by this notification until the vehicle has been repaired.			
Next Steps/Notes			
Customer Notification Timeline	No customer letters are required since all vehicles have been completed via the “backend” servers before the 60-day notice period.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	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.		
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.			

