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| 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 Update MBUX System Configuration MY21-22 223, and 297 (EQS-Class, and S-Class) | DATE: December 6, 2021 |

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



| Recall Campaign Initial Notification | | | December 6, 2021 |
|---|---|------------------|----------------------------------|
| Campaign No. : | NHTSA ID | Campaign Desc. : | Update MBUX System Configuration |
| TBA | 21V931 | 21P2197454 | |
| <p>This is to notify you of the new Recall Campaign regarding configuration driver distraction on 227 Model Year ("MY") 2021-2022 EQS, 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 "PENDING" on December 6, 2021.</p> | | | |
| Background | | | |
| Issue | <p>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.</p> | | |
| What We're Doing | <p>MBUSA will conduct a voluntary recall. Mercedes-Benz AG will update the configuration on the MBAG server that connects with potentially affected vehicles in the United States.</p> | | |
| Parts | <p>Remedy is not available at this time</p> | | |
| Vehicles Affected | | | |
| Vehicle Model Year(s) | 2021-2022 | | |
| Vehicle Model | EQS-Class, and S-Class | | |
| Vehicle Populations | | | |
| Total Recall Population | 227 | | |
| Total Vehicles in Dealer Inventory | 0 | | |
| <p>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 Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</p> <p>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).</p> <p>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.</p> | | | |
| Next Steps/Notes | | | |
| Customer Notification Timeline | Customer letters may be mailed approximately one week after the remedy becomes available. | | |
| 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. | | |
| <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> | | | |

