

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: Updated Recall Campaign Launch Notification Update Rearview Camera Software MY18-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class (118, 167, 177, 205, 213, 238, 247, 253, 257, and 293 platform)	DATE: July 22, 2022

IMPORTANT RECALL CAMPAIGN UPDATE

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

July 22, 2022

Campaign No. :

NHTSA ID

Campaign Desc. :

Update Rearview Camera Software

2022060007

22V232

22P5496316

This is to notify you of a revision to the "What We're Doing" section regarding the **Recall Campaign** to update the rearview camera software on **126,179** Model Year ("MY") 2018-2021 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class (118, 167, 177, 205, 213, 238, 247, 253, 257, and 293 platform) vehicles. The recall campaign is visible on the www.safercar.gov website and may generate questions from customers. Affected VINs were flagged in VMI as "OPEN" on **June 28, 2022**.

Background

Issue

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2018-2021 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class (118, 167, 177, 205, 213, 238, 247, 253, 257, and 293 platform) vehicles, the function of the rearview camera might be impaired. In this case, the rearview image might not be displayed in the central display after engaging the reverse gear. Instead, the central display would continue to display the existing image or display a black screen with a message indicating the inoperability of the rearview camera system. There is no deactivation or freezing of the rearview camera image. A rearview camera image that might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) as the vehicle begins to back up might impair rear visibility which might increase the risk of a crash. When the issue occurs, the driver might notice that the central display would either continue to display the existing image or display a black screen with a message indicating the inoperability of the rearview camera.

What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the currently installed software and, if necessary, update the rearview camera software on the affected vehicles.

Parts

The remedy is available and can be performed.

Vehicles Affected

Vehicle Model Year(s)

2018-2021

Vehicle Model

A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class

Vehicle Populations

Total Recall Population

126,179

Total Vehicles in Dealer Inventory

4

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-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.

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 MY18-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline

Customer letters were mailed on July 15, 2022.

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.

