

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: <b>Recall Campaign Launch Notification</b> <b>Update Rearview Camera Software</b> <b>MY18-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class</b> <b>(118, 167, 177, 205, 213, 238, 247, 253, 257, and 293 platform)</b>	DATE: June 28, 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

June 28, 2022

Campaign No. :

NHTSA ID

Campaign Desc. :

## Update Rearview Camera Software

2022060007

22V232

22P5496316

This is to notify you of a **Recall Campaign** launch 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 will be visible on the [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be 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 update the rearview camera software on the affected vehicles.

**Parts**  
**The remedy is available and can be performed.**

### Vehicles Affected

<b>Vehicle Model Year(s)</b>	2018-2021
<b>Vehicle Model</b>	A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class

### Vehicle Populations

<b>Total Recall Population</b>	126,179
<b>Total Vehicles in Dealer Inventory</b>	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

<b>Customer Notification Timeline</b>	Customer letters will be mailed on July 15, 2022.
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
<b>Rental Fleet Partners</b>	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.



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022060007, June 2022

Revision A 07/12/2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**  
**Model Year 2018-2021**

## **Update Rearview Camera Software**

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. An authorized Mercedes-Benz dealer will update the rearview camera software on the affected vehicles.

Prior to performing this Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 126,179 vehicles are affected.

Order No. P-RC-2022060007

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

# Recall Campaign Bulletin

## Update rearview camera (RFK) control unit software

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- i** • Ensure use of **XENTRY Diagnosis version 03/2022** or higher.
- Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

**i** If two or more software updates or SCN codings are performed during one workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

### Work Procedure

1. Connect XENTRY Diagnosis.
2. Update rearview camera control unit software.
  - i** To do this, select menu item "Quick test view – N66/2 reversing camera (RFK) – Adaptations – Control unit update – Updating of control unit software".
  - i** Then follow the user guidance in XENTRY Diagnosis.
3. Calibrate rearview camera.
4. Disconnect XENTRY Diagnosis.

**i** **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair.

### Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 963 16	02-9334	Update rearview camera (RFK) control unit software (with XENTRY Diagnosis connected)	0.1
	02-0122	Calibrate rearview camera	0.3
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

\* Operation item may only be invoiced once for each workshop order!

**i** **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.