

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: [Service Campaign Launch Notification](#)  
**Rearview Camera Field of View**  
**MY20 118(CLA-Class)**

Date: May 22, 2020

## IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Rearview Camera Field of View</b>
2020050011	20P5490462	
<p>This is to notify you of a Service Campaign launch regarding the rearview camera field of view on <b>13</b> Model Year (“MY”) 2020 118 CLA-Class (C118 platform) vehicles. This service campaign is related to PENDING RECALL <b>NHTSA ID#20V265</b>. Affected VINs will be flagged in VMI as "OPEN" on <b>May 22, 2020</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 CLA-Class (C118 platform) vehicles, the rearview camera display does not fully display the rear middle test object. While the warning message text box slightly covers the rear middle test object, driver rearview camera visibility is not impaired.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.	
<b>Parts</b>	Parts are not necessary for this Service Campaign.	
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	CLA-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	13	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<p>AOMs – This Service Campaign may generate questions from your dealers.</p> <p><b>IMPORTANT:</b> After warranty claim submission for this service campaign, VINs currently in “pending” status will be automatically removed from the recall (NHTSA ID# 20V265) population within 7 business days in Netstar VMI. Please allow time for the systems to accept the claim and change the status accordingly.</p>	
<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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020050011, May 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class (C118 platform) vehicles**  
**Model Year 2020**

***Rearview Camera Field of View***

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 CLA-Class (C118 platform) vehicles, the rearview camera display does not fully display the rear middle test object. While the warning message text box slightly covers the rear middle test object, driver rearview camera visibility is not impaired. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.

Prior to performing this Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- **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 13 vehicle is affected.

Order No. P-SC-2020050011

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

Service Campaign Bulletin


Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

**i Note:**

- Use Xentry 12/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

**Work procedure**

1. Connect XENTRY Diagnosis.
2. Perform SCN coding in N66/2 rear-view-camera control unit.

**i** To do this, select menu item "Quick test view ➡ N66/2- rear-view-camera - (RFK) ➡ Adaptations ➡ Control unit update ➡ Update of SCN coding".

**i** Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

**Warranty Information**

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Perform SCN coding in N66/2 rear-view-camera control unit (02-9446)

Damage Code	Operation Number	Labor Time (hrs.)
54 904 62 8	02-5058	0.1
	02-4762	0.1
	02-9446	0.1

**i Note**

Operation Number labor times are subject to change