

## IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC  
A Mercedes-Benz Group AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone: (770) 705-0600

This notice applies to your vehicle, VIN: [REDACTED]  
Update MBUX Multimedia System Software  
MBUSA ID: 2022080002, NHTSA Recall ID: 22V493

- A remedy is now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealership as soon as possible.
- This repair will be provided **FREE** of charge.

[REDACTED]  
[REDACTED]  
[REDACTED]  
August, 2022

Dear Mercedes-Benz Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has decided that certain Model Year (“MY”) 2021-2022 EQS-Class and S-Class vehicles fail to conform to Federal Motor Vehicle Safety Standard No.111, “Rear Visibility.” Our records indicate that your vehicle is included in the affected population.

### What is the issue?



When the vehicle is unlocked, due to an error in the MBUX multimedia system software, the central display may not activate. When the driver engages reverse gear the rearview camera image might not be displayed in the central display. Instead, the central display would remain black. As the vehicle begins to back up, the blackened rearview camera display would impair rear visibility which could increase the risk of a crash.

### What will your Mercedes-Benz Dealership do?



As a precautionary measure, MBAG, via its Mercedes-Benz service partners, will update the MBUX multimedia system software on the affected vehicles. **This vehicle repair will be provided at no cost to you.** While the minimum repair time can be less than **30 min**, your dealership can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures that might be applicable to your vehicle which may increase the required working time. You will not be charged for other service or repairs unless so requested.

### Steps to take.



- Find your nearest authorized Mercedes-Benz dealership at [mbusa.com/recalls](https://www.mbusa.com/recalls) to schedule your recall repair.
- Please mention you are scheduling an appointment for Mercedes-Benz Recall Campaign **2022080002**.
- You may be asked for your VIN, which for your convenience is located at the top of this letter.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall campaign.

Sincerely,  
Mercedes-Benz USA

**Don't wait. Find an authorized Mercedes-Benz dealership near you  
at [mbusa.com/recall](https://www.mbusa.com/recall) and schedule the recall repair right away.**



## IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC  
A Mercedes-Benz Group AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone: (770) 705-0600

### What if I no longer own or drive the vehicle?

In the event you no longer own or drive this vehicle, please visit [mbusa.com/recalls](https://mbusa.com/recalls) to update your information by submitting your VIN using our VIN recall lookup tool and filling out the “No longer Own” section on the website. If possible, please provide any contact information of the current owner/driver so we may contact them.

### Additional Information for Owners:

A VIN-based recall lookup tool is available at [mbusa.com/recalls](https://mbusa.com/recalls), which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealership.

Should an authorized Mercedes-Benz dealership be unable to address your concerns please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, Pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

**Don't wait. Find an authorized Mercedes-Benz dealership near you  
at [mbusa.com/recall](https://mbusa.com/recall) and schedule the recall repair right away.**

