

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Initial Recall Campaign Notification</b> <b>Model 447 (Metris)</b> <b>Model Years 2016-2018</b> <b>Replace Rearview Camera</b>	DATE: March, 2022



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	Replace Rearview Camera
2022030002p	PDGRU54KAM	
<p>This is to notify you of an initial <b>Recall Campaign</b> to replace the rearview camera on approximately <b>17,045</b> MY16-18 Mercedes-Benz Metris vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as <b>"PENDING"</b> in VMI and cannot be sold.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that on certain Mercedes-Benz VS20 Metris vehicles (platform 447), a hardware defect in a memory chip within the rear view camera may cause the camera image in the rear view display to freeze. In this case, the rear view display might not show an accurate and reliable view to the driver of the areas behind the vehicle. As a result, the driver might not be able to see certain objects behind the vehicle, which could increase the risk of a crash while backing up.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Metris dealer will replace the rear view camera on the affected vehicles. As an intermediate solution an authorized Mercedes-Benz Metris dealer will conduct a Software Update on the affected vehicles to significantly lower the probability of failure occurrence. In case of failure occurrence, the software update would also lead to a black screen instead of a frozen image to further mitigate the safety risk until sufficient numbers of replacement parts are available.</p>	
<b>Parts</b>	<p><b>Neither the software for the intermediate solution, nor replacement rearview cameras are available yet.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2016-2018	
<b>Vehicle Model</b>	Metris VS20, Platform 447	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	17,045	
<b>Dealer Inventory</b>	0	
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new Metris vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter to be mailed in April, 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.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

