



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 18, 2022

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC  
13470 International Parkway  
Jacksonville, FL 32218

NEF-107ES  
22V-493

**Subject:** Inoperative Rearview Camera Display/FMVSS 111

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES-BENZ/AMG EQS53/2022  
MERCEDES-BENZ/EQS450/2022  
MERCEDES-BENZ/EQS580/2022  
MERCEDES-BENZ/MAYBACH S580/2021  
MERCEDES-BENZ/S500/2021  
MERCEDES-BENZ/S580/2021

**Mfr's Report Date:** July 11, 2022

**NHTSA Campaign Number:** 22V-493

**Components:**

BACK OVER PREVENTION:DISPLAY FUNCTION

**Potential Number of Units Affected:** 8,530

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2022 AMG EQS53, EQS580, EQS450, 2021 S500, S580, and Maybach S580 vehicles. The rearview camera may not display the rearview image due to a software error in the MBUX multimedia system. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

**Consequence:**

An inoperative rearview camera display reduces the driver's rear view, increasing the risk of a crash.

**Remedy:**

Dealers will update the MBUX multimedia system software, free of charge. Owner notification letters are expected to be mailed September 9, 2022. Owners may contact MBUSA customer service at 1-800-367-6372.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mercedes-Benz USA, LLC's contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement