

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: Recall Campaign Launch Notification Vehicle Position for Emergency Call MY13-17 Various Models	DATE: December 21, 2019

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			December 21, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Vehicle Position for Emergency Call
2019120008	19V787	19P5490324	
<p>This is to notify you of a Recall Campaign Launch regarding the emergency call system in 24,473 Model Year (“MY”) 13-17 vehicles (see supplementary page). The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on December 21, 2019.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on various Model Year (“MY”) 13-17 vehicles (see supplementary page), the software of the communication module might not meet current production specifications. This communication module is used to communicate the vehicle’s location for the emergency call system (eCall), in addition to other convenience features. Due to a software fault in the communication module as provided by the supplier, the date and time as determined from the GPS satellite data could differ from the actual date and time starting on November 4, 2019. The correct date and time are necessary for the "Assisted-GPS" function to determine the vehicle position. If there are any date and time differences, the control unit’s ability to identify the GPS satellites that are necessary for the position determination would be affected. As a result, a determination of the vehicle’s position would be delayed or not possible. Note that some vehicles may have already successfully received an “Over-the-Air” (“OTA”) update.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check to verify whether the vehicle has received the updated software of the communication module on the affected vehicles and update if necessary.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2013-2017		
Vehicle Model	See supplementary page		
Vehicle Populations			
Total Recall Population	24,473		
Total Vehicles in Dealer Inventory	5		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY13-17 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 vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	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, 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>			



Campaign No. :	NHTSA ID	Campaign Desc. :	Vehicle Position for Emergency Call
2019120008	19V787	19P5490324	
Vehicles Affected			
Vehicle Model Year(s)	2013-2017		
Vehicle Model	CLA-Class (117 platform) GLA-Class (156 platform) M-Class/GLE/GL/GLS-Class (166 platform) SLK/SLC-Class (172 platform) AMG GT-Class (190 platform) GLK/C-Class (204 platform) C-Class (205 platform) E-Class Coupe/Cabrio (207 platform) E-Class (212 platform) S-Class Coupe/Cabrio (217 platform) CLS-Class (218 platform) S-Class (222 platform) SL (231 platform) B-Class (242 platform) GLC-Class (253 platform) GLE Coupe-Class (292 platform) G-Class (463 platform)		
Vehicle Populations			
Total Recall Population	24,473		
Total Vehicles in Dealer Inventory	5		
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.			





Mercedes-Benz

Campaign No. 2019120008, December 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model CLA-Class (117 platform), GLA-Class (156 platform), M-Class/GLE/GL/GLS-Class (166 platform), SLK/SLC-Class (172 platform), AMG GT-Class (190 platform), GLK/C-Class (204 platform), C-Class (205 platform), E-Class Coupe/Cabrio (207 platform), E-Class (212 platform), S-Class Coupe/Cabrio (217 platform), CLS-Class (218 platform), S-Class (222 platform) SL (231 platform), B-Class (242 platform), GLC-Class (253 platform), GLE Coupe-Class (292 platform), G-Class (463 platform)

Model Year 2013-2017

Update Emergency Call control unit software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 13-17 vehicles referenced above, the software of the communication module might not meet current production specifications. This communication module is used to communicate the vehicle's location for the emergency call system (eCall), in addition to other convenience features. Due to a software fault in the communication module as provided by the supplier, the date and time as determined from the GPS satellite data could differ from the actual date and time starting on November 4, 2019. The correct date and time are necessary for the "Assisted-GPS" function to determine the vehicle position. If there are any date and time differences, the control unit's ability to identify the GPS satellites that are necessary for the position determination would be affected. As a result, a determination of the vehicle's position would be delayed or not possible. Note that some vehicles may have already successfully received an "Over-the-Air" ("OTA") update. An authorized Mercedes-Benz dealer will check to verify whether the vehicle has received the updated software of the communication module on the affected vehicles and update if necessary.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 24,473 vehicles are involved.

Order No. P-RC-2019120008

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.

i **Note:**

- Use Xentry 12/18 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. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY is already connected to the vehicle, start with operation step 2.

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

1. Connect **XENTRY/DAS**.

2. Update Electronic Stability Program (ESP) control unit software.

i To do so, select menu item "Short Test View  N123/4 -mbrace  Adaptations  Control Unit Update  Control Unit Software Update”.

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

Warranty Information

Operation: Connect/disconnect starter battery charger (with XENTRY Diagnosis connected) (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update PASS control unit software (with XENTRY Diagnosis connected) (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 903 24 8	02-9334	0.1
	02-4762	0.1
	02-9334	0.1

i **Note**
 Operation Number labor times are subject to change.