

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 Initial Notification Vehicle Position for Emergency Call MY13-17 Various Models	DATE: November 12, 2019

IMPORTANT RECALL CAMPAIGN INFORMATION

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Vehicle Position for Emergency Call
TBA	19V787	PEND ECALL SW	
<p>This is to notify you of a new Recall Campaign 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 “PENDING” on November 12, 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>Parts are not required as the remedy is software-based. However, the software is not yet available for repairs.</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	3		
<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. 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>			



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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	24,479		
Total Vehicles in Dealer Inventory	3		
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.			

