



Mercedes-Benz

Campaign No. 2020030016, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model various**
Model Year 2020
eCall Hardware not Working

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 C-class (205 platform), E-Class (213 platform), E-Class Coupe, (238 platform), GLC-Class (253 platform), CLS-Class (257 platform) and GT-Class (290 platform) vehicles, an electrical circuit in the communication module for the emergency call system (eCall) may be damaged. This could lead to an impairment of the communication module's GPS functionality. If the electrical circuit in the eCall communications module is damaged, the GPS based localization data may be incorrect or missing. Activation of the vehicle's emergency call feature would perform as intended, however, it is possible that emergency responders could be provided with incorrect GPS coordinates. This might increase the risk of an injury following an emergency event. An authorized Mercedes-Benz dealer will replace the communication module on the affected vehicles.

Prior to performing this Recall Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- 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 239 vehicles are involved.

Order No. P-RC-2020030016

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 09/19 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 via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Work procedure

1. Replace control unit (N112/) for telematics services (HERMES).

i For remove and replace procedures, see model specific document:

- Model 205 **AR82.95-P-0019LWM**
- Model 213, 238 **AR82.95-P-0019LWE**
- Model 253 **AR82.95-P-0019LWX**
- Model 257, 290 **AR82.95-P-0019FR**

Primary Parts Information

Qty.	Part Name	Part Number
1	HERMES control unit	A 167 900 49 12

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Replace HERMES control unit (02-1505)

Damage Code	Operation Number	Model	Labor Time (hrs.)
54 976 01 7	02-5058*	all	0.1
	02-4762*	all	0.1
	02-1505	205	0.4
	02-1505	213, 238	0.8
	02-1505	253	0.9
	02-1505	257, 290	0.7

*Operation item may be invoiced only once for each work order.

i Note

Operation Number labor times are subject to change