

# Part 573 Safety Recall Report

# 21V-072

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** JUN 18, 2021**NHTSA Recall No. :** 21V-072**Manufacturer Recall No. :** 2021030005**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC

Address : 13470 International Parkway

Jacksonville FL 32218

Company phone : 1-877-496-3691

**Population :**

Number of potentially involved : 67

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2018-2018 Mercedes-Benz AMG E63

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018 AMG E63 1 Vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2020-2020 Mercedes-Benz AMG E53

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 AMG E53 1 Vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2017-2021 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-20201 GLC300 12 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - NOV 19, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2019-2019 Mercedes-Benz GLC350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 GLC350 1 Vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2019-2019 Mercedes-Benz AMG GLC43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 AMG GLC43 1 Vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 6 : 2017-2018 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2018 GLE350 3 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2019-2019 Mercedes-Benz GLE400

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 GLE400 3 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2020-2020 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLE450 3 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2017-2017 Mercedes-Benz GLS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017 GLS450 4 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - NOV 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 10 : 2020-2020 Mercedes-Benz AMG GT53

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 AMG GT53 2 vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 11 : 2018-2018 Mercedes-Benz AMG GTA

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018 AMG GTA 1 vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 12 : 2017-2017 Mercedes-Benz S550

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017 S550 1 vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 13 : 2018-2019 Mercedes-Benz S560

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2019 S560 2 vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 14 : 2017-2020 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2020 CLA250 3 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - NOV 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 15 : 2017-2019 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2019 C300 9 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - NOV 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 16 : 2017-2017 Mercedes-Benz C300 Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017 C300 Cabrio 1 Vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data. Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 16, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 17 : 2020-2020 Mercedes-Benz CLS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 CLS450 1 Vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 18 : 2017-2019 Mercedes-Benz E300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2019 E300 10 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - OCT 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 19 : 2017-2021 Mercedes-Benz GLA250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2021 GLA250 6 Vehicles

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : MAR 21, 2016 - NOV 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 20 : 2018-2018 Mercedes-Benz E400

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018 E400 1 Vehicle.

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : AUG 08, 2016 - NOV 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 21 : 2018-2018 Mercedes-Benz S450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018 S450 1 Vehicle

The recall population was determined by a review of the workshop diagnostic sessions and the vehicle data.

Vehicles outside of the recall population have the communication module activated.

Production Dates : AUG 08, 2016 - NOV 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2017-2021 of CLA-Class (117 and 118 platform), GLA-Class (156 and 247 platform), GLE-Class and GLS-Class (166 platform), GLE-Class (167 platform), AMG GT-Class (190 platform), C-Class (205 platform), E-Class (213 platform), E-Class Coupe (238 platform), S-Class (222 platform), GLC-Class (253 platform), CLS-Class (257 platform), and AMG GT-Class 4-doors Coupe (290 platform) vehicles, the communication module might have been deactivated.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should the communication module be deactivated, the emergency call function eCall would not be available either as an automated feature, or by manually pressing the SOS-button in the vehicle. This would inhibit the occupant from contacting the call center in the event of an emergency. The condition may preclude or delay the arrival of Emergency responders. This might increase the risk of an injury following an emergency event. After pressing the SOS-button to trigger an eCall, the customer would be informed by a warning message in the instrument cluster that the eCall is not functioning.

Description of the Cause : A software error within the workshop diagnostic system could cause the communication module to be deactivated during a workshop visit.

Identification of Any Warning that can Occur : The customer could be made aware of the communication module being deactivated by experiencing issues with the Mercedes me connect functions or with the headunit showing that the SOS function is not available.

## Involved Components :



**Component Name 1 :** Communication module

**Component Description :** Communication module software HERMES NAFTA

**Component Part Number :** A2479022704, A2479029301, A2229029719, A2479027703, A2229029819, A2479027803, A2479021803

**Component Name 2 :** Communication module

**Component Description :** Communication module software HERMES NAFTA

**Component Part Number :** A2229027718, A2479021903, A2479028701, A2229026619, A2479026702, A2229026719,

**Component Name 3 :** Communication module

**Component Description :** Communication module software HERMES NAFTA

**Component Part Number :** A2229025419, A1779024806, A2479029901, A2229027218, A2229022118, A2479026400,

**Component Name 4 :** Communication module

**Component Description :** Communication module software HERMES NAFTA

**Component Part Number :** A2479026100, A2229026318, A2229023217, A2229028414

**Component Name 5 :** Communication module

**Component Description :** Communication module software HERMES NAFTA

**Component Part Number :** A1779021200, A2229029214, A2229027413, A2139027520, A2139027820,

**Component Name 6 :** Communication module

**Component Description :** Communication module software HERMES NAFTA

**Component Part Number :** A2139026917, A2139028015, A2139028215, A2139029212, A2139026910, A2139026810

**Component Name 7 :** Communication module

**Component Description :** Communication module software HERMES NAFTA

**Component Part Number :** A2139027110, A2139022909, A2139029208

Component Name 8 : Communication module

Component Description : Communication module software HERMES NAFTA

Component Part Number : A2139023009, A2139029508, A2139022406

Component Name 9 : Communication module

Component Description : Communication module software HERMES NAFTA

Component Part Number : A2139023705, A2139020305, A2139027600

Component Name 10 : Communication module

Component Description : Communication module software HERMES NAFTA

Component Part Number : A2479027803, A2479021803, A2479026702, A2229026719, A2479026400, A2139026810

## Supplier Identification :

### Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

NR

Country : NR

## Chronology :

In June 2020, MBAG was made aware of one customer complaint (outside of the United States) regarding the Mercedes me connect functions. The customer had reported a functionality issue with the Mercedes Me app.

In October 2020, additional complaints regarding the Mercedes me connect functionality had been received. Each of the reports related to an issue with the Mercedes Me app or user experience and not about an inability to connect to the eCall system. MBAG launched an investigation, which revealed that due to an error with the workshop diagnostic system, the diagnostic system software was inadvertently deactivating the communication modules.

In December 2020, the updated programming was finalized for the workshop diagnostic systems and in parallel through January 2021, MBAG analyzed data of past diagnostic sessions and compared them to vehicle data to identify the potentially affected vehicles. MBAG's investigation found that potential eCall system deactivation was limited to vehicles where the workshop had conducted diagnostic testing affecting the communications control unit.

On February 05, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a voluntary recall on the potentially affected vehicles.

In March 2021, a follow up review of the diagnostic data indicated that the communication modules of further vehicles could have been deactivated during a workshop visit. Therefore, further investigations were launched and the programming of the workshop system was updated to prevent this issue from reoccurring. The investigations identified the additional amount of potentially affected vehicles and concluded that no further communication modules were mistakenly deactivated after the update of the workshop system at the end of March 2021.

On June 11, 2021, MBAG decided to extend the recall campaign.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will check the configuration of the communication module on the affected vehicles and activate the communication module, if necessary.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does plan to provide notice about pre-notice reimbursement to owners since some of the involved vehicles would have been previously subject to the condition described and customers who have already paid to have this recall condition corrected may be eligible to receive reimbursement.

**How Remedy Component Differs from Recalled Component :** Communication module activated.

Remedy software No:

SW HERMES NAFTA A2479021108

SW HERMES NAFTA A2479025009

SW HERMES NAFTA A2139024122

**Identify How/When Recall Condition was Corrected in Production :** An update of the software of the workshop diagnostic system ensures that this issue can no longer occur from March 30,2021 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on February 22, 2021. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on March 31, 2021. Letters for the owners of the 9 additional vehicles will be mailed July 9, 2021. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** FEB 22, 2021 - NR

**Planned Owner Notification Date :** MAR 31, 2021 - NR

\* NR - Not Reported