

| | |
|--|--|
| 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 Update Communication Module Software – Wave 2 MY22 S-Class (223 platform) | DATE: February 18, 2022 |

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

February 18, 2022

Campaign No. :

NHTSA ID

Campaign Desc. :

Update Communication Module Software – Wave 2

2022020014

21V00J

21P5497448

This is to notify you of the **Recall Campaign Launch** to update the communication module software –Wave 2 - in **782** Model Year (“MY”) 2022 EQS-Class and S-Class (297 and 223 platform) vehicles. 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 **February 18, 2022**.

Background

| | |
|-------------------------|---|
| Issue | Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022 S-Class (223 platform) and EQS-Class (297 platform) vehicles, the communication module software might not meet current production specifications. The eCall function might be restricted or not be available at vehicle start-up. Therefore, customers might not be able to be connected to emergency assistance. In this case, emergency responders might not be directed to the vehicle in the event of an accident, which could increase the consequence of any injury sustained in the accident for the vehicle occupants. When the issue occurs the customer might notice a warning message in the display or the non-availability of the Mercedes me connect services. |
| What We’re Doing | MBUSA will conduct a voluntary recall. An over-the-air (“OTA”) update will update the communication module software for the automatic emergency call system on the affected vehicles. NO ACTION is needed by Dealers. |
| Parts | Parts are not required for repair. The recall remedy is available as an OTA so NO ACTION needed |

Vehicles Affected

| | |
|------------------------------|---------|
| Vehicle Model Year(s) | 2022 |
| Vehicle Model | S-Class |

Vehicle Populations

| | |
|---|-----|
| Total Recall Population | 782 |
| Total Vehicles in Dealer Inventory | 0 |

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY22 S-Class 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 vehicles will be repaired over-the-air. 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 new MY22 S-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

| | |
|---------------------------------------|---|
| Customer Notification Timeline | Customer letters will be mailed on February 18, 2022. |
| 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. |

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.



No Service Action is required by the Dealer for this Campaign

Over-the-Air (“OTA”) are software updates that are performed remotely and do not require a dealer visit. Customers can continue to drive their vehicles. If the vehicle has not been driven within four weeks or more, – we suggest that the ignition be cycled at least once to initialize the process. Sufficient battery charge may be required for the software update to be initialized.

Helpful information for you and your customers on how to check for successful update!

Vehicles that have successfully completed OTA updates will be closed in VMI. This process will occur weekly beginning 2/26/2022. In addition, there are also alternative methods to check the status of the software update. Please review the instructions below on how to find this information.

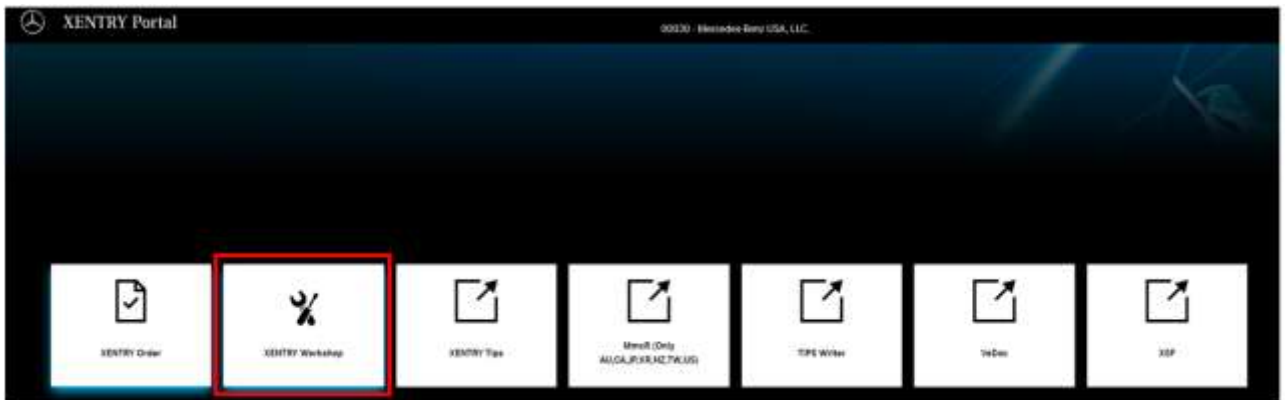
- 1) Remote Diagnostic Test
 - a. Start Remote Diagnostic Test (Figure 1, A).
 - b. Go to Mmc Remote Diagnostics (Figure 1, B).



(Figure 1 – Remote Diagnostics Test)



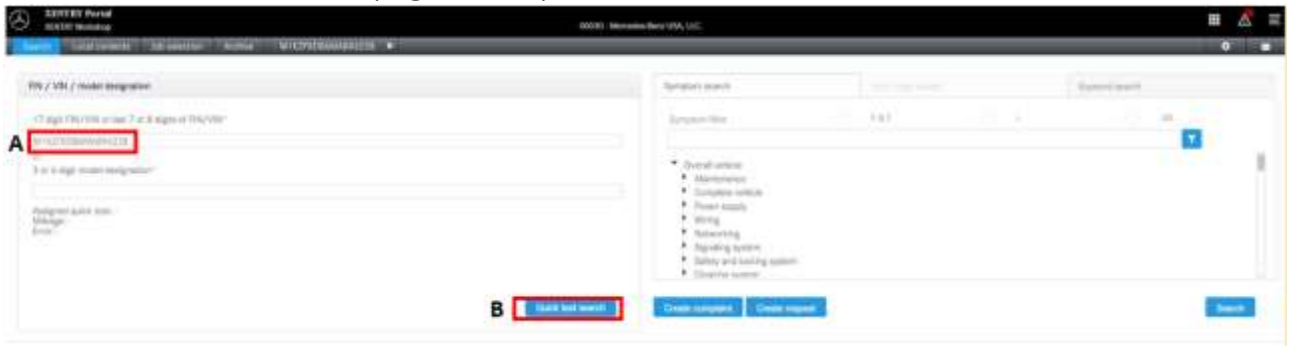
c. Click Xentry Portal Work Shop (Figure 2)



(Figure 2 - Xentry Portal Workshop)

d. Type in VIN (Figure 3, A)

e. Click Quick Test Search (Figure 3, B)



(Figure 3 - Quick Test Search, A - VIN, B - Quick test search)

f. Assign quick test - Use latest date or request new vehicle test data for latest data (Figure 4)

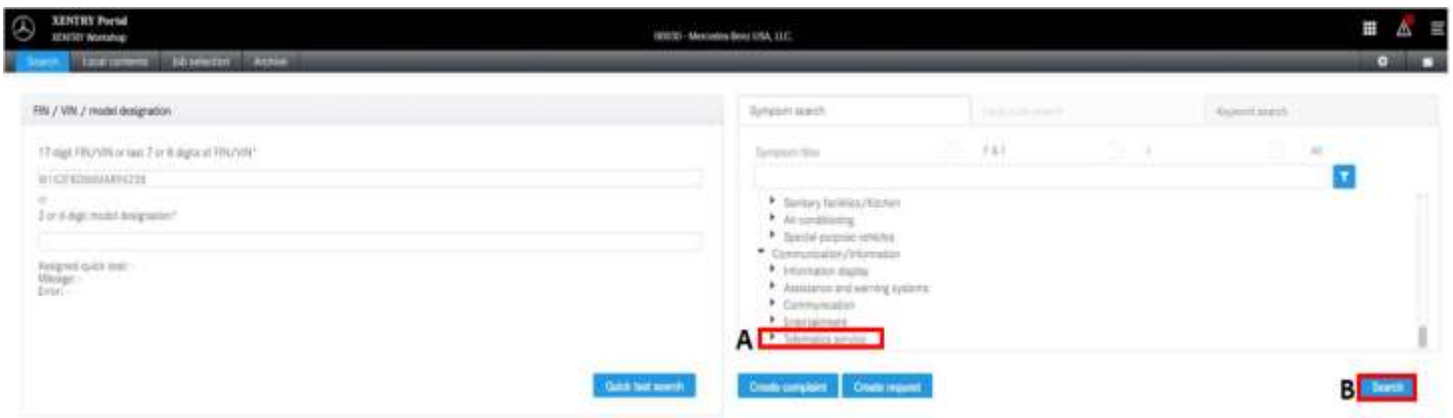
i Vehicles must have a currently active Mercedes Me Connect Account.



(Figure 4 - Assign quick test)

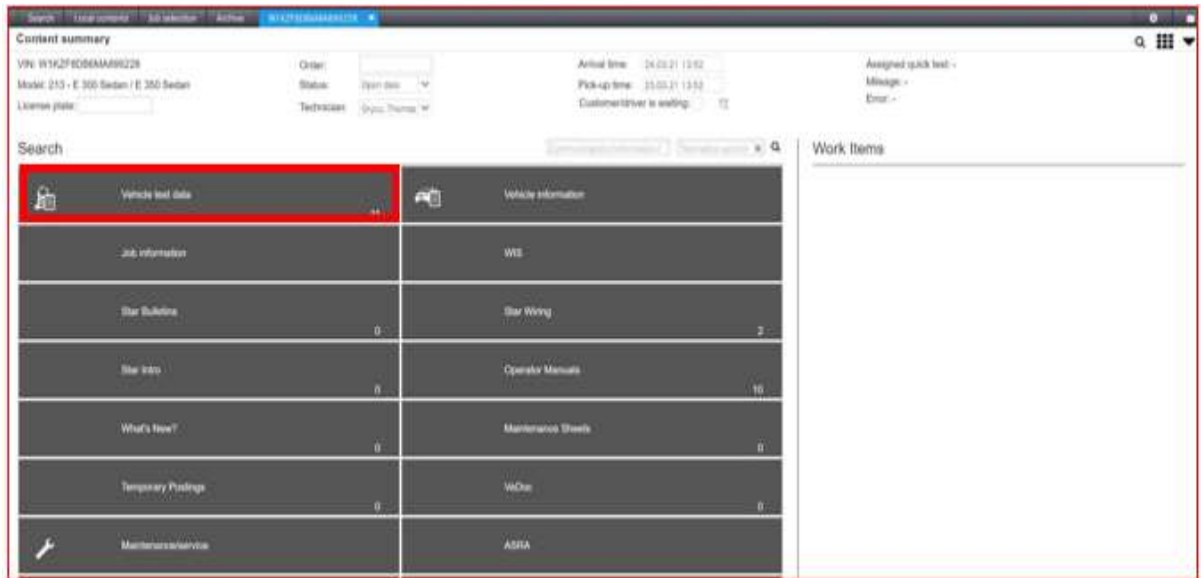


- g. Click Telematics service (Figure 5, A)
- h. Click Search (Figure 5, B)



(Figure 5 – Search Telematics Service, A – Telematics Service, B – Search Button)

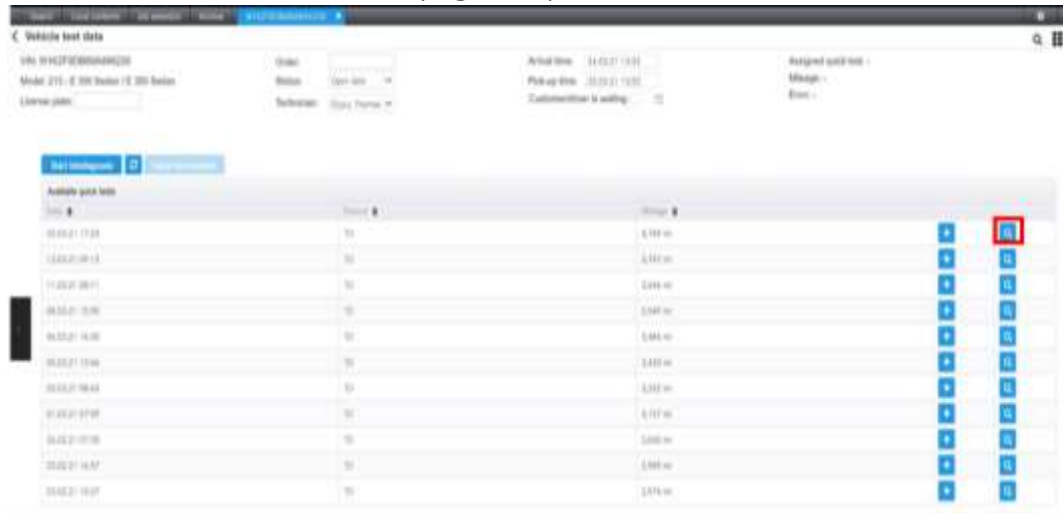
- i. Click Vehicle test data (Figure 6)



(Figure 6 – Vehicle test data)



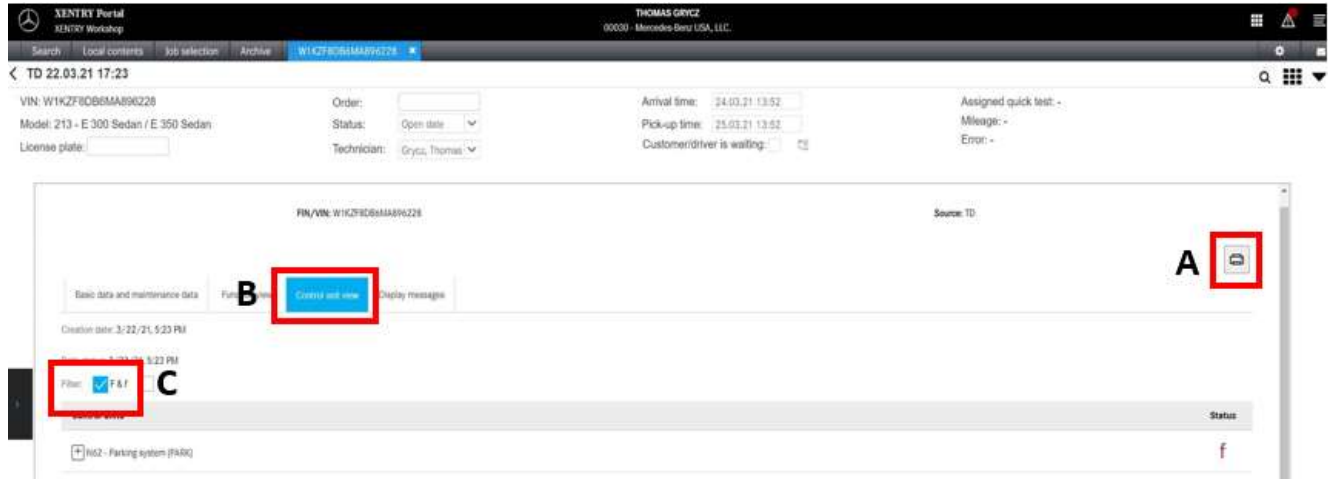
j. Click Search on the latest date (Figure 7)



(Figure 7 - vehicle test data search)

k. Click printer icon (Figure 8, A)

Make sure to have Control Unit (Figure 8, B) and Filter F & f enabled (Figure 8, C)



(Figure 8 - Print/Download, A - Printer icon, B - Control Unit view, C - Filter : F & f enabled)



i. Check Object Number (Figure 9) with Table 1.

| | Object number | Supplier | Diagnosis identifier | SW version | HW version |
|----------|---------------|-------------|----------------------|------------|------------|
| Hardware | 206 901 75 07 | Continental | 000200 | 21/39 030 | 20/45 000 |
| Software | 206 902 62 06 | Continental | | 21/39 030 | |
| Software | 206 902 33 04 | Continental | | 20/45 001 | |
| Software | 000 902 88 75 | Daimler | | 20/31 000 | |

(Figure 9 – Software Object number)

2) Dealer can alternatively check VeDoc (Figure 10 and Table 1)

- a. A VIN can be searched via VeDoc – (Figure 10, A)
- b. Click Ramses – Control unit (Figure 10, B)
- c. Check Object Number (Figure 10, C) with Table 1.
- d. If the Object matches with any of them ones in Table 1 than the OTA was successful



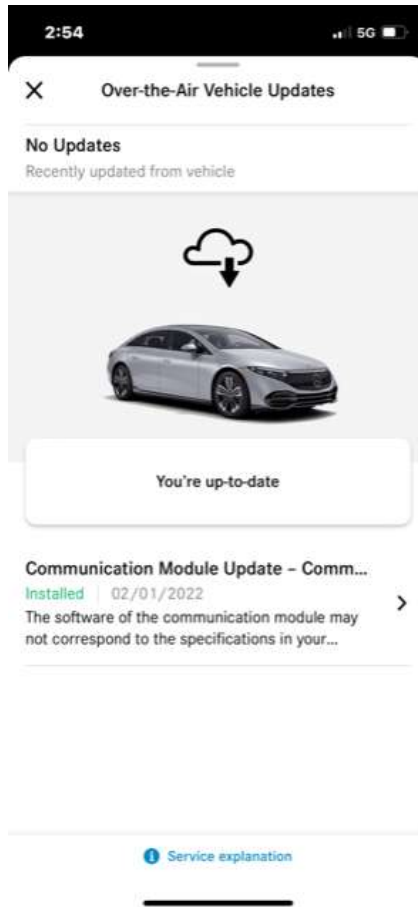
(Figure 10 – VeDoc example. A – VIN, B – Ramses Controlunit, C – Object Number)



| Part | Object Number |
|-----------|---------------|
| SW Ramses | A2069026206 |

Table 1

3) **Customer** can check via the Mercedes Me App it will show a successful installed for “Update for the communication module”.



Information Regarding Warranty Submissions

DO NOT SUBMIT A CLAIM FOR AN OTA UPDATE. When submitting claims for other lines on same RO, the following error in EVA could result: “573 Open recall campaign found. Damage code; <1s> “
(Figure 17).

573 Open recall campaign found, damage code: <1s>

(Figure 17 – Error message)

In this case, please confirm error with the following text: “OTA update. No update from dealer required.”

