

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 eCall
MY16-21 Various Models

Date: February 12, 2021

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 eCall
TBA	21V058	21P2197342 21P2197344	

This is to notify you of a new **Recall Campaign** regarding the vehicle position for the Emergency Call (“eCall”) on **1,292,258** Model Year (“MY”) 2016-2021 CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, GT-Class, C-Class, E-Class, S-Class, CLS-Class, SL-Class, B-Class, GLB-Class, GLC-Class, and G-Class vehicles (117, 118, 156, 166, 167, 172, 177, 190, 205, 207, 213, 217, 218, 222, 231, 238, 242, 247, 253, 257, 290, 292, and 463 platform, respectively). 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 **February 12, 2021**.

Background

Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2016 – 2021 CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, GT-Class, C-Class, E-Class, S-Class, CLS-Class, SL-Class, B-Class, GLB-Class, GLC-Class, and G-Class vehicles (117, 118, 156, 166, 167, 172, 177, 190, 205, 207, 213, 217, 218, 222, 231, 238, 242, 247, 253, 257, 290, 292, and 463 platform), the software design of the communication module may fail to communicate the correct vehicle location for the “eCall” in the event of a crash.
What We’re Doing	MBUSA will conduct a voluntary recall. Either an authorized Mercedes-Benz dealer or an over-the-air (“OTA”) update will be performed to update the software of the communication module for the automatic eCall system on the affected vehicles. This recall will be launched in phases based on the subscription status of the vehicle. Further details will be communicated at the launch of each phase. All customers will receive official recall notification letters following federal regulations.
Parts	Parts are not required for repair. However, the current remedy is not available at this time. Additional notifications will be sent once the remedy is available.

Vehicles Affected

Vehicle Model Year(s)	2016-2021
Vehicle Model	A-Class, B-Class, C-Class, CLA-Class, CLS-Class, E-Class, G-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class, S-Class, SL-Class, and SLC-Class

Vehicle Populations

Total Recall Population	1,292,258
Total Vehicles in Dealer Inventory	5,644

Given this notice, it is **a violation of Federal law** for a dealer to sell or lease any **new MY16-21 CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, GT-Class, C-Class, E-Class, S-Class, CLS-Class, SL-Class, B-Class, GLB-Class, GLC-Class, and G-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 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 new MY16-21 CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, GT-Class, C-Class, E-Class, S-Class, CLS-Class, SL-Class, B-Class, GLB-Class, GLC-Class, and G-Class vehicles covered by this notification until the vehicle has been repaired.

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.

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.

