

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: **New Recall Campaign Launch Notification**  
**Vehicle Position for eCall – First Wave**  
**MY18-21 Various Models**

Date: February 19, 2021

## **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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Vehicle Position for eCall – First Wave</b>
<b>2021020025</b>	<b>21V058</b>	<b>21P5498921</b>	

This is to notify you of a **Recall Campaign** launch regarding the vehicle position for the emergency call (“eCall”) – first wave on **23,395** Model Year (“MY”) 2018-2021 A-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 vehicles (117, 118, 156, 166, 167, 172, 177, 190, 205, 213, 217, 222, 231, 238, 247, 253, 257, 290, 292, and 463 platform, respectively). The recall campaign will be visible on the [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on **February 19, 2021**.

**Background**

<b>Issue</b>	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.
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the software of the communication module for the automatic eCall system on the affected vehicles. This recall will be launched in waves. Further details will be communicated at the launch of each wave. All customers will receive official recall notification letters following federal regulations.

**Parts** Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.

**Vehicles Affected**

<b>Vehicle Model Year(s)</b>	2018-2021
<b>Vehicle Model</b>	A-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, SLC-Class

**Vehicle Populations**

<b>Total Recall Population</b>	23,395 – First Wave Only
<b>Total Vehicles in New Dealer Inventory</b>	3,865

**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**

<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one to two weeks after the third wave.
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
<b>Rental Fleet Partners</b>	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.





Mercedes-Benz

Campaign No. 2021020025, February 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models various**  
**Model Year 2016-2021**  
**Vehicle Position for eCall (First Wave)**

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. An authorized Mercedes-Benz dealer will update the software of the communication module for the automatic eCall system on the affected vehicles. This recall will be launched in waves. Further details will be communicated at the launch of each wave. All customers will receive official recall notification letters following federal regulations.

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 23,395 of the 1,292,258 vehicles are involved in this campaign.

Order No. P-RC-2021020025





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 12/20 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.

**Procedure**

1. Connect XENTRY Diagnosis.
2. Update HERMES control unit software.

**i** To do this, select menu item "Quick test view  **N112/9 telematics services control unit (HERMES)**  
 Adaptations  Control unit update  Update of control unit software".

**i** Then follow the user guidance in XENTRY Diagnosis.

**Warranty Information**

**Operation:** Connect/disconnect battery charger (02-5058)  
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
 Update HERMES control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 989 21 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

\* Operation item may be invoiced only once for each workshop order

**i** **Note**

In the event that the flash or SCN coding takes longer than expected and exceeds the established labor time above, please claim additional NON time as needed. Please ensure that technicians properly document the additional NON time via a separate and identifiable punch. Please document the reason for the additional time in the technician's comments and the claim text. Finally, please attach the accounting copy of the repair order to the claim in EVA to expedite processing and payment. **Additional time claims that does not meet these requirements will be subject to debit.**

**i** **Note**

Operation Number labor times are subject to change