

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**
Software Update for Vehicle Position for eCall – First and Second Wave
MY17-21 Various Models

Date: March 5, 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



Campaign No. :	NHTSA ID	Campaign Desc. :	Software Update for Vehicle Position for eCall – First and Second Wave
2021020025	21V058	21P5498921	

This is to notify you of a **Recall Campaign** launch regarding updating the software for the vehicle position for the emergency call (“eCall”) – first and second wave on **48,591** Model Year (“MY”) 2017-2021 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 vehicles (117, 118, 156, 166, 167, 172, 177, 190, 205, 213, 217, 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 "OPEN" on **March 5, 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, increasing the risk of injury following a crash. Nevertheless, the other functions of the automatic and manual emergency call function are not affected by this issue.
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What We’re Doing	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.
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Parts	Parts are not required for repair. The recall remedy software is available and repairs can be performed as necessary.
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Vehicles Affected

Vehicle Model Year(s)	2017-2021
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, SLC-Class

Vehicle Populations

Total Recall Population	23,395 – First Wave Only, 25,196 – Second Wave Only
Total Vehicles in New Dealer Inventory	3,918 – First Wave Only, 18 – Second Wave Only

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 to two weeks after the third wave.
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.





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, increasing the risk of injury following a crash. Nevertheless, the other functions of the automatic and manual emergency call function are not affected by this issue. 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.

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 48,591 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