

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**  
**Vehicle Position eCall – Fifth Wave (NO OTA)**  
**MY17-21 Various Models**

Date: May 7, 2021

## **IMPORTANT RECALL CAMPAIGN UPDATE**

**Unlike in previous waves where an over the air (“OTA”) update was implemented with no dealer action, these vehicles can only be updated via Xentry should the customer consent.**

## **DEALER ACTION NEEDED for WAVE 5!**

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 – Fifth Wave</b>
2021050002	21V058	21P5497423	

This is to notify you of a **Recall Campaign** launch regarding vehicle position for the emergency call (“eCall”) – fifth wave - on **261** Model Year (“MY”) 2017-2021 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) vehicles. 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 **May 7, 2021**.

**Background**

<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2017 – 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.
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<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. <b>An authorized Mercedes-Benz dealer will update the software of the communication module for the automatic eCall system on the affected vehicles.</b> Unlike previous waves there is NO OTA update – dealer action is needed for wave 5 vehicles.
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<b>Parts</b>	<b>Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.</b>
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**Vehicles Affected**

<b>Vehicle Model Year(s)</b>	2017-2021
<b>Vehicle Model</b>	A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class, S-Class, SL-Class, SLC-Class

**Vehicle Populations**

<b>Total Recall Population</b>	261
<b>Total Vehicles in Dealer Inventory</b>	0

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class, S-Class, SL-Class, SLC-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 Tek Info. 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 MY17-21 A-Class, C-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLC-Class, GLE-Class, GLS-Class, GT-Class, S-Class, SL-Class, SLC-Class vehicles covered by this notification until the vehicle has been repaired.**

**Next Steps/Notes**

<b>Customer Notification Timeline</b>	Customer letters have been mailed for the fifth wave notifying customers of the recall. <b>This wave is for customers who “opted out” of OTA update</b>
<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. 2021050002, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models various**  
**Model Year 2017-2021**  
**Vehicle Position for eCall- wave 5 – no over the air (“OTA”) update – dealer action needed for wave 5.**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2017 – 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.

**Unlike previous waves, there is NO OTA update – dealer action is needed for wave 5 vehicles. Please ensure customer consent prior to performing this campaign.**

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 261 vehicles are involved in this campaign.

Order No. P-RC-2021050002

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.)
54 974 23 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**

Operation Number labor times are subject to change