



IMPORTANT SAFETY RECALL
 This notice applies to your vehicle, VIN: [REDACTED]
Update Emergency Call Communications Module
NHTSA Recall #21V058

Mercedes-Benz USA, LLC

Christian Treiber
 Vice President
 Customer Services

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- A remedy is available for your vehicle.
- Over-The-Air update.
- This repair will be provided free of charge.

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2016-2021 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, SLC-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain MY 2016-2021 Mercedes-Benz vehicles listed above, the software design of the communication module may fail to communicate the correct vehicle’s location for the emergency call system (“eCall”) in the event of a crash. Depending on the crash scenario, a temporary drop in the on-board electrical voltage system may occur. If this occurs, the wrong location may be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury. All other functions of the automatic or manual eCall are not affected by this issue.

What will your DEALER DO?

In accordance with the Mercedes Me terms of service, a software update will be carried out via your vehicle’s existing mobile data link. An Over-The-Air (“OTA”) activation will be initiated to update the communication module software for the automatic emergency call system on the affected vehicles. **This service will be provided free of charge.** For vehicles with a “Mercedes Me” subscription service, the software update will be performed OTA and so no additional action is needed and a dealer visit is not required at this time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.MBUSA.com/recall. **Please mention you are asking about the Over-The-Air (“OTA”) update under NHTSA Recall # 21V058.** Customers who subscribe to the Mercedes Me service may check the status of the update through the associated website www.me.mercedes-benz.com. Once your vehicle has installed the software it will state successfully installed. If the vehicle is subscribed to the Mercedes Me connect services, the status of the remote software update will be listed on the Mercedes Me connect webpage through vehicle home page > Software updates.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
 A Mercedes-Benz AG Company
 One Mercedes-Benz Drive
 Sandy Springs, GA 30328
 Phone (770) 705-0600

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER _____

NEW OWNER INFORMATION

MY NEW NAME OR ADDRESS IS:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE