



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