



Mercedes-Benz

Campaign No. 2021030005, March 2021

Revision A 6/25/2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models Various**  
**Model Year 2017-2021**  
**Reactivate Communication Module**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2017-2021 CLA-Class, GLA-Class, GLE-Class, GLS-Class, AMG GT-Class, C-Class, E-Class, E-Class Coupe, S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4-door Coupe (117, 118, 156, 247, 166, 167, 190, 205, 213, 238, 222, 253, 257, 290 platform) vehicles, the communication module might have been inadvertently deactivated. Should the communication module be deactivated, the emergency call function “eCall” would not be available either as an automated feature, or by manually pressing the SOS-button in the vehicle. This would inhibit the occupant from contacting the call center in the event of an emergency. After pressing the SOS-button to trigger an eCall, the customer would be informed by a warning message in the instrument cluster that the eCall is not functioning. An authorized Mercedes-Benz dealer will check the configuration of the communication module on the affected vehicles and activate the communication module, if necessary.

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 67 vehicles are involved.

Order No. P-RC-2021030005

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. Perform initial startup of HERMES control unit.

**i** To do this, select menu item "Quick test view" ➡ **N112/9 Communication module for telematics services (HERMES)** ➡ Adaptations ➡ Commissioning of previously installed control unit.

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

**Warranty Information**

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**Operation:** Connect/disconnect battery charger (02-5058)  
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
 Update communication module for telematics services (HERMES) (Commissioning of previously installed control unit) (02-9334)

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 54 996 17 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