



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 26, 2022

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC  
13470 International Parkway  
Jacksonville, FL 32218

NEF-107ES  
22V-365

**Subject:** Disabled Emergency Call System

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES-BENZ/A220/2019-2021  
MERCEDES-BENZ/AMG A35/2020-2021  
MERCEDES-BENZ/AMG C43/2019-2021  
MERCEDES-BENZ/AMG C63/2019-2021  
MERCEDES-BENZ/AMG CLA35/2020-2021  
MERCEDES-BENZ/AMG CLA45/2019-2021  
MERCEDES-BENZ/AMG CLS53/2019-2021  
MERCEDES-BENZ/AMG E53/2019-2021  
MERCEDES-BENZ/AMG E63/2019-2021  
MERCEDES-BENZ/AMG G63/2019-2021  
MERCEDES-BENZ/AMG GLA35/2021  
MERCEDES-BENZ/AMG GLA45/2019-2021  
MERCEDES-BENZ/AMG GLB35/2021  
MERCEDES-BENZ/AMG GLC43/2019-2021  
MERCEDES-BENZ/AMG GLC63/2019-2021  
MERCEDES-BENZ/AMG GLE43/2019  
MERCEDES-BENZ/AMG GLE53/2021-2022  
MERCEDES-BENZ/AMG GLE63/2019-2021  
MERCEDES-BENZ/AMG GLS63/2018-2021  
MERCEDES-BENZ/AMG GT/2019-2021  
MERCEDES-BENZ/AMG GT C/2019-2021  
MERCEDES-BENZ/AMG GT R/2019-2020  
MERCEDES-BENZ/AMG GT S/2019  
MERCEDES-BENZ/AMG S63/2019-2021  
MERCEDES-BENZ/AMG SL63/2019  
MERCEDES-BENZ/AMG SLC43/2019-2020  
MERCEDES-BENZ/C300/2017-2021  
MERCEDES-BENZ/CLA250/2017-2021  
MERCEDES-BENZ/CLS450/2019-2022  
MERCEDES-BENZ/E300/2019  
MERCEDES-BENZ/E350/2020-2021

MERCEDES-BENZ/E450/2019-2021  
MERCEDES-BENZ/G550/2019-2021  
MERCEDES-BENZ/GLA250/2017-2021  
MERCEDES-BENZ/GLB250/2020-2021  
MERCEDES-BENZ/GLC300/2018-2021  
MERCEDES-BENZ/GLC350/2019-2020  
MERCEDES-BENZ/GLE350/2018-2022  
MERCEDES-BENZ/GLE400/2019  
MERCEDES-BENZ/GLE450/2020-2022  
MERCEDES-BENZ/GLE580/2020-2021  
MERCEDES-BENZ/GLS450/2017-2022  
MERCEDES-BENZ/GLS550/2019  
MERCEDES-BENZ/GLS580/2020-2021  
MERCEDES-BENZ/GLS600/2021  
MERCEDES-BENZ/S450/2019-2020  
MERCEDES-BENZ/S500/2021  
MERCEDES-BENZ/S560/2019-2020  
MERCEDES-BENZ/S580/2021  
MERCEDES-BENZ/S65 AMG/2019-2020  
MERCEDES-BENZ/SL450/2019-2020  
MERCEDES-BENZ/SL550/2019-2020  
MERCEDES-BENZ/SLC300/2019-2020  
MERCEDES-MAYBACH/S650/2019-2020

**Mfr's Report Date:** May 20, 2022

**NHTSA Campaign Number:** 22V-365

**Components:**

COMMUNICATION: AUTO CRASH NOTIFICATION  
ELECTRICAL SYSTEM:SOFTWARE

**Potential Number of Units Affected:** 234,862

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2017-2022 CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, AMG GT-Class, C-Class, E-Class, S-Class, SL-Class, GLC-Class, CLS-Class, GLB-Class, and G-Class vehicles. Please refer to MBUSA's recall report for specific vehicle model details. An error in the communication module's SIM card software can cause a mobile network connection failure, disabling the emergency call (eCall) system.

**Consequence:**

A disabled eCall system would prevent a vehicle occupant from contacting the emergency services call center in an emergency, potentially delaying emergency responders and increasing the risk of injury.

**Remedy:**

The communication module software will be updated through an Over-the-Air (OTA) update or by a dealer, free of charge. Owner notification letters are expected to be mailed July 19, 2022. Owners may contact MBUSA customer service at 1-800-367-6372.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mercedes-Benz USA, LLC's contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement