

Part 573 Safety Recall Report

22V-365

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** MAR 21, 2025**NHTSA Recall No. :** 22V-365**Manufacturer Recall No. :** See Recall Schedule**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC

Address : 13470 International Parkway

Jacksonville FL 32218

Company phone : 1-877-496-3691

Population :

Number of potentially involved : 242,722

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Mercedes-Benz S560 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 S-Class 1,052 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2021 Mercedes-Benz S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 S-Class 8,734 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2019-2021 Mercedes-Benz AMG E63 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG E-Class 227 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2017-2021 Mercedes-Benz C300 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2021 C-Class 5701 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2019-2021 Mercedes-Benz AMG C43 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG C-Class 327 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 6 : 2019-2021 Mercedes-Benz AMG C63 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG C-Class 161 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 7 : 2017-2021 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017- 2021 CLA-Class 15,905 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 8 : 2019-2021 Mercedes-Benz AMG GLC63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLC-Class 651 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 9 : 2019-2021 Mercedes-Benz AMG GT

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GT 152 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 10 : 2017-2022 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2022 GLE-Class 10,831 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 11 : 2019-2019 Mercedes-Benz GLE400

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 GLE-Class 5,776 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 12 : 2019-2021 Mercedes-Benz AMG E53 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG E-Class 180 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 13 : 2019-2021 Mercedes-Benz E450 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 E-Class 429 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 14 : 2019-2021 Mercedes-Benz G550
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 G-Class 1,180 vehicles.
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 15 : 2019-2021 Mercedes-Benz AMG G63
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG G-Class 1,878 vehicles.
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 16 : 2017-2021 Mercedes-Benz GLA250
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2021 GLA-Class 41,012 vehicles.
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 17 : 2021-2021 Mercedes-Benz AMG GLA35
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLA-Class 25 vehicles.
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 18 : 2019-2021 Mercedes-Benz AMG GLA45

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLA-Class 179 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 19 : 2020-2021 Mercedes-Benz GLB250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLB-Class 967 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 20 : 2021-2021 Mercedes-Benz AMG GLB35

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLB-Class 26 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 21 : 2018-2021 Mercedes-Benz AMG GLS63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2021 GLS-Class 903 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 22 : 2019-2021 Mercedes-Benz AMG GTA

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GT-Class 207 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 23 : 2019-2019 Mercedes-Benz AMG GLE43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 AMG GLE-Class 9,302 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 24 : 2020-2022 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2022 GLE-Class 1,811 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 25 : 2021-2021 Mercedes-Benz AMG GTBS

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GT 190 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 26 : 2021-2022 Mercedes-Benz AMG GLE53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG GLE-Class 1,094 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 27 : 2019-2020 Mercedes-Benz AMG GTC

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG GT 402 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 28 : 2019-2021 Mercedes-Benz AMG GT 4-Door

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GT 4-Door 536 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 29 : 2020-2021 Mercedes-Benz GLE580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLE-Class 80 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 30 : 2019-2020 Mercedes-Benz AMG GTR
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG GT 213 vehicles
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 31 : 2019-2021 Mercedes-Benz AMG GLE63
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLE-Class 317 vehicles.
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 32 : 2019-2019 Mercedes-Benz AMG GTS
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 AMG GT-Class 27 vehicles
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 33 : 2021-2021 Mercedes-Benz S500

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 S-Class 323 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 34 : 2017-2022 Mercedes-Benz GLS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2022 GLS-Class 27,831 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 35 : 2019-2019 Mercedes-Benz GLS550

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 GLS-Class 2,185 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 36 : 2020-2021 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLS-Class 366 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 37 : 2019-2020 Mercedes-Benz AMG S63 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG S-Class 143 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 38 : 2021-2021 Mercedes-Benz Maybach GLS600

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 Maybach GLS-Class 139 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 39 : 2019-2019 Mercedes-Benz AMG S65 Cabriolet
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 AMG S-Class 2 vehicles
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 40 : 2019-2020 Mercedes-Benz AMG S65 Sedan
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG S-Class 18 vehicles
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 41 : 2019-2020 Mercedes-Benz SL450
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 SL-Class 2,089 vehicles
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 42 : 2019-2020 Mercedes-Benz SL550

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 SL-Class 1,949 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 43 : 2019-2019 Mercedes-Benz AMG SL63

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 SL-Class 172 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 44 : 2019-2020 Mercedes-Benz SLC300

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 SLC-Class 3,870 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 45 : 2019-2020 Mercedes-Benz AMG SLC43

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG SLC-Class 837 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 46 : 2019-2020 Mercedes-Benz GLC350e

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Mercedes-Benz 2019-2020 GLC-Class 5,737 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 47 : 2019-2021 Mercedes-Benz AMG GLC43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLC-Class 2,285 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 48 : 2019-2019 Mercedes-Benz E300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 E-Class 1,539 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 49 : 2020-2021 Mercedes-Benz E350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 E-Class 823 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 50 : 2020-2021 Mercedes-Benz AMG A35

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 AMG A-Class 76 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 51 : 2019-2020 Mercedes-Benz S450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 S-Class 392 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 52 : 2020-2021 Mercedes-Benz AMG CLA35

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 AMG CLA-Class 86 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 53 : 2019-2021 Mercedes-Benz AMG CLA45

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG CLA-Class 243 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 54 : 2019-2022 Mercedes-Benz CLS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2022 CLS-Class 781 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 55 : 2019-2021 Mercedes-Benz AMG CLS53

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG CLS-Class 152 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 56 : 2018-2021 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2021 GLC-Class 64,998 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 57 : 2019-2021 Mercedes-Benz A220

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 A-Class 1708 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 58 : 2019-2021 Mercedes-Benz C300 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 C-Class 506 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 59 : 2019-2021 Mercedes-Benz C300 Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 C-Class 492 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 60 : 2019-2021 Mercedes-Benz AMG C43 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 C-Class 167 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 61 : 2019-2021 Mercedes-Benz AMG C43 Cabriolet
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 C-Class 94 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 62 : 2019-2021 Mercedes-Benz AMG C63 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 C-Class 199 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 63 : 2019-2021 Mercedes-Benz AMG C63 Cabriolet
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2021 C-Class 95 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 64 : 2019-2021 Mercedes-Benz E450 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 E-Class 406 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 65 : 2019-2021 Mercedes-Benz E450 Cabriolet
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 E-Class 415 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 66 : 2019-2021 Mercedes-Benz E450 Wagon
Vehicle Type : LIGHT VEHICLES
Body Style : STATIONWAGON
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 E-Class 215 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 67 : 2019-2021 Mercedes-Benz AMG E53 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 E-Class 99 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 68 : 2019-2021 Mercedes-Benz AMG E53 Cabriolet
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 E-Class 78 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 69 : 2019-2021 Mercedes-Benz AMG E63 Wagon
Vehicle Type : LIGHT VEHICLES
Body Style : STATIONWAGON
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG E-Class 70 vehicles. The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 70 : 2019-2021 Mercedes-Benz GLC300 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 GLC-Class 6,378 vehicles. The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 71 : 2019-2021 Mercedes-Benz AMG GLC43 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLC-Class 1,510 vehicles. The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 72 : 2019-2021 Mercedes-Benz AMG GLC63 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLC-Class 831 vehicles. The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 73 : 2019-2021 Mercedes-Benz AMG GLE63 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLE-Class 1,162 vehicles. The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 74 : 2019-2021 Mercedes-Benz S560 Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 S-Class 84 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 75 : 2019-2021 Mercedes-Benz S560 Cabriolet
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 S-Class 75 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 76 : 2019-2020 Mercedes-Benz Maybach S560

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 Maybach S-Class 100 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 77 : 2021-2021 Mercedes-Benz Maybach S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 Maybach S-Class 224 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 78 : 2019-2021 Mercedes-Benz AMG S63 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG S-Class 43 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 79 : 2019-2021 Mercedes-Benz AMG S63 Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG S-Class 29 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 80 : 2019-2020 Mercedes-Benz Maybach S650

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 Maybach S-Class 56 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 81 : 2019-2019 Mercedes-Benz AMG S65 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 AMG S-Class 4 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 82 : 2019-2020 Mercedes-Benz SL400

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 SL-Class 189 vehicles The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2017-2022 CLA-Class, GLA-Class, GLE-/GLS-Class, SLC-Class, A-Class, AMG GT-Class, C-Class, E-Class, S-Class, SL-Class, , GLC-Class, CLS-Class , AMG GT 4-doors Coupe, GLE-Class Coupe, GLB-Class G-Class vehicles (117, 118, 156, 166, 167, 172, 177, 190, 205, 213, 217, 222, 223, 231, 238, 247, 253, 257, 290, 292, 293, , 463 platform), the communication module's SIM card software might inadvertently become disabled

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the manual as well as the automatic eCall function would not be available. Therefore, the condition may preclude or delay the arrival of emergency responders. This might increase the consequences of an injury following an emergency event

Description of the Cause : Due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card software might inadvertently become disabled.

Identification of Any Warning that can Occur : The driver will not receive a warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 : SW communication module

Component Description : SW communication module

Component Part Number : A2139023009

Component Name 2 : SW communication module

Component Description : SW communication module

Component Part Number : A2139026917

Component Name 3 : SW communication module

Component Description : SW communication module

Component Part Number : A2139024122

Component Name 4 : SW communication module

Component Description : SW communication module

Component Part Number : A2229027413

Component Name 5 : SW communication module

Component Description : SW communication module

Component Part Number : A1779021200

Component Name 6 : SW communication module

Component Description : SW communication module

Component Part Number : A2229027712

Component Name 7 : SW communication module

Component Description : SW communication module

Component Part Number : A2229023217

Component Name 8 : SW communication module

Component Description : SW communication module

Component Part Number : A2229026318

Component Name 9 : SW communication module

Component Description : SW communication module

Component Part Number : A2479026100

Component Name 10 : SW communication module

Component Description : SW communication module

Component Part Number : A2479026600

Component Name 11 : SW communication module
Component Description : SW communication module
Component Part Number : A2229022118

Component Name 12 : SW communication module
Component Description : SW communication module
Component Part Number : A1779024806

Component Name 13 : SW communication module
Component Description : SW communication module
Component Part Number : A2229027218

Component Name 14 : SW communication module
Component Description : SW communication module
Component Part Number : A2479029901

Component Name 15 : SW communication module
Component Description : SW communication module
Component Part Number : A2229026619

Component Name 16 : SW communication module
Component Description : SW communication module
Component Part Number : A2229026719

Component Name 17 : SW communication module
Component Description : SW communication module
Component Part Number : A2479026702

Component Name 18 : SW communication module
Component Description : SW communication module
Component Part Number : A2479028701

Component Name 19 : SW communication module
Component Description : SW communication module
Component Part Number : A2229027718

Component Name 20 : SW communication module
Component Description : SW communication module
Component Part Number : A2479021903

Component Name 21 : SW communication module
Component Description : SW communication module
Component Part Number : A2229029819

Component Name 22 : SW communication module
Component Description : SW communication module
Component Part Number : A2479025603

Component Name 23 : SW communication module
Component Description : SW communication module
Component Part Number : A2479027803

Component Name 24 : SW communication module
Component Description : SW communication module
Component Part Number : A2479029301

Component Name 25 : SW communication module
Component Description : SW communication module
Component Part Number : A2479022704

Component Name 26 : SW communication module
Component Description : SW communication module
Component Part Number : A2229029020

Component Name 27 : SW communication module
Component Description : SW communication module
Component Part Number : A2229029220

Component Name 28 : SW communication module
Component Description : SW communication module
Component Part Number : A2479021108

Component Name 29 : SW communication module
Component Description : SW communication module
Component Part Number : A2229021021

Component Name 30 : SW communication module
Component Description : SW communication module
Component Part Number : A2479020809

Component Name 31 : SW communication module
Component Description : SW communication module
Component Part Number : A2479025009

Component Name 32 : SW communication module
Component Description : SW communication module
Component Part Number : A2229022621

Component Name 33 : SW communication module
Component Description : SW communication module
Component Part Number : A2479023512

Component Name 34 : SW communication module
Component Description : SW communication module
Component Part Number : A2229024021

Component Name 35 : SW communication module
Component Description : SW communication module
Component Part Number : A2479026513

Component Name 36 : SW communication module
Component Description : SW communication module
Component Part Number : A2239027800

Component Name 37 : SW communication module
Component Description : SW communication module
Component Part Number : A2239023307

Component Name 38 : SW communication module
Component Description : SW communication module
Component Part Number : A2239026409

Component Name 39 : SW communication module
Component Description : SW communication module
Component Part Number : A2239028410

Component Name 40 : SW communication module
Component Description : SW communication module
Component Part Number : A2239022516

Component Name 41 : SW communication module
Component Description : SW communication module
Component Part Number : A2239021917

Component Name 42 : SW communication module
Component Description : SW communication module
Component Part Number : A2239020419

Component Name 43 : SW communication module
Component Description : SW communication module
Component Part Number : A2239020719

Component Name 44 : SW communication module
Component Description : SW communication module
Component Part Number : A2239022725

Component Name 45 : SW communication module
Component Description : SW communication module
Component Part Number : A2239020010

Component Name 46 : SW communication module
Component Description : SW communication module
Component Part Number : A2239024719

Component Name 47 : SW communication module
Component Description : SW communication module
Component Part Number : A2239027004

Component Name 48 : SW communication module
Component Description : SW communication module
Component Part Number : A2239027407

Component Name 49 : SW communication module
Component Description : SW communication module
Component Part Number : A2479021803

Supplier Identification :

Component Manufacturer

Name : IDEMIA SAS
Address : 2 Place Samuel de Champlain
Courbevoie Foreign States 92400
Country : France

Chronology :

In February 2020, MBAG received a first isolated field complaint (outside US) regarding a disabled SIM card, in which the customer experienced issues with the Mercedes Me Connect functions. With the receipt of additional field complaints in the following months an investigation was launched together with the supplier of the communication module. In September 2020, the sub supplier of the SIM card was able to confirm that a triggered security mechanism was the root cause of the disabled SIM cards. Following this, the investigation focused on identifying what triggered the security mechanism. From May 2021, the SIM Card supplier focused on SIM cards for North America with a specific SIM software and performed extensive tests. In September 2021, the supplier was able to narrow down the root cause to the behavior of a specific SIM software based on

tests and field data. In the following month, the root cause was confirmed and an extensive analysis regarding potential effects was initiated and performed until February 2022. In March 2022, MBAG identified potentially affected vehicles with the affected SIM software.

On May 13, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

In the middle of June 2022, MBAG received an updated list of potentially affected SIM cards from the supplier and therefore reviewed the potentially affected vehicles. This analysis concluded that 56 additional vehicles in the U.S. have to be considered as potentially affected and have been included in the recall accordingly.

MBAG is currently aware of 191 field reports in the US that are related to this issue that were received from May 6, 2020 to May 16, 2022. MBAG has not received any reports of crashes, injuries, or property damage, associated with this issue. See chronology supplement.

Description of Remedy :

Description of Remedy Program : The supplier of the SIM card will update the SIM software of the communication modules on the affected vehicles. This update is planned to be performed over-the-air (“OTA”).
If the over-the-air update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA plans to provide notice about pre-notice reimbursement to owners since the involved vehicles would not have been previously subject to the condition described.

How Remedy Component Differs from Recalled Component : The communication module's SIM card software
Remedy Part No:

SW communication module	A2139023009
SW communication module	A2139026917
SW communication module	A2139024122
SW communication module	A2229027413
SW communication module	A1779021200
SW communication module	A2229027712
SW communication module	A2229023217
SW communication module	A2229026318
SW communication module	A2479026100
SW communication module	A2479026600
SW communication module	A2229022118
SW communication module	A1779024806
SW communication module	A2229027218
SW communication module	A2479029901
SW communication module	A2229026619
SW communication module	A2229026719

SW communication module	A2479026702
SW communication module	A2479028701
SW communication module	A2229027718
SW communication module	A2479021803
SW communication module	A2479021903
SW communication module	A2229029819
SW communication module	A2479025603
SW communication module	A2479027803
SW communication module	A2479029301
SW communication module	A2479022704
SW communication module	A2229029020
SW communication module	A2229029220
SW communication module	A2479021108
SW communication module	A2229021021
SW communication module	A2479020809
SW communication module	A2479025009
SW communication module	A2229022621
SW communication module	A2479023512
SW communication module	A2229024021
SW communication module	A2479026513
SW communication module	A2239027800
SW communication module	A2239023307
SW communication module	A2239026409
SW communication module	A2239028410
SW communication module	A2239022516
SW communication module	A2239021917
SW communication module	A2239020419
SW communication module	A2239020719
SW communication module	A2239022725
SW communication module	A2239020010
SW communication module	A2239024719
SW communication module	A2239027004
SW communication module	A2239027407

Identify How/When Recall Condition was Corrected in Production : A change in the SIM profile at our supplier ensures that this issue can no longer occur from February 21, 2022 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on May 27, 2022. Owners were notified of the voluntary recall campaign on July 8, 2022. Owners of Wave 1 workshop campaign vehicles were re-notified of the voluntary recall campaign on May 17, 2024. Owners of Wave 2 workshop campaign vehicles will be re-notified of the voluntary recall campaign on July 29, 2024. Owners of Wave 3 workshop campaign vehicles will be re-notified of the voluntary recall campaign on September 27, 2024. Owners of Wave 4 workshop campaign vehicles will be re-notified of the voluntary recall campaign on April 4, 2025. Over-the-Air Campaign Number: 2022060005, Workshop Campaign Number:

2023110006. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 27, 2022 - NR

Planned Owner Notification Date : JUL 08, 2022 - NR

* NR - Not Reported