



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

22V365

Manufacturer Name: Mercedes-Benz USA, LLC

Submission Date: Oct 13, 2025

NHTSA Recall No.: 22V365

Manufacturer Recall No.: See Recall Schedule

Manufacturer Information

Population

Manufacturer Name: Mercedes-Benz USA, LLC

Address: 13470 International
Parkway
Jacksonville FL, 32218

Total number of potentially involved: 242,722

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2019-2019 Mercedes-Benz AMG GTS

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 2: 2019-2020 Mercedes-Benz S560 Sedan

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Part 573 Safety Recall Report**22V365****Vehicle 3:** 2019-2021 Mercedes-Benz AMG GLC63 Coupe**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 4: 2019-2021 Mercedes-Benz C300 Cabriolet**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 5: 2019-2021 Mercedes-Benz E450 Wagon**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 6: 2021-2021 Mercedes-Benz AMG GLB35**Product Category:** Light Vehicles

Part 573 Safety Recall Report**22V365****Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 7: 2019-2021 Mercedes-Benz C300 Coupe**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 8: 2019-2020 Mercedes-Benz AMG SLC43**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 9: 2019-2020 Mercedes-Benz AMG GTC**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel

Part 573 Safety Recall Report

22V365

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 10: 2017-2022 Mercedes-Benz GLE350

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 11: 2019-2020 Mercedes-Benz S450

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 12: 2020-2022 Mercedes-Benz GLE450

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Part 573 Safety Recall Report**22V365****Number of potentially involved:****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.

Vehicle 13: 2019-2021 Mercedes-Benz AMG E53 Coupe

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:**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.

Vehicle 14: 2019-2021 Mercedes-Benz AMG C63 Coupe

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:**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.

Vehicle 15: 2019-2020 Mercedes-Benz SLC300

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:**Descriptive Information:**

Part 573 Safety Recall Report**22V365**

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.

Vehicle 16: 2019-2019 Mercedes-Benz GLE400

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 17: 2021-2021 Mercedes-Benz AMG GTBS

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 18: 2017-2022 Mercedes-Benz GLS450

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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

Part 573 Safety Recall Report

22V365

production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Vehicle 19: 2019-2021 Mercedes-Benz GLC300 Coupe

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 20: 2021-2021 Mercedes-Benz AMG GLA35

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 21: 2021-2021 Mercedes-Benz Maybach S580

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Part 573 Safety Recall Report**22V365****Vehicle 22:** 2019-2021 Mercedes-Benz AMG CLS53**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 23: 2019-2021 Mercedes-Benz AMG CLA45**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 24: 2019-2021 Mercedes-Benz G550**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 25: 2019-2020 Mercedes-Benz SL400

Part 573 Safety Recall Report**22V365****Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 26: 2017-2021 Mercedes-Benz CLA250**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 27: 2019-2019 Mercedes-Benz AMG S65 Coupe**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 28: 2019-2021 Mercedes-Benz AMG C43 Coupe**Product Category:** Light Vehicles**Product Type:**

Part 573 Safety Recall Report

22V365**Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 29: 2021-2021 Mercedes-Benz S580**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 30: 2019-2021 Mercedes-Benz E450 Cabriolet**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 31: 2019-2021 Mercedes-Benz AMG C63 Sedan**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022

Part 573 Safety Recall Report**22V365****Number of potentially involved:****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.

Vehicle 32: 2019-2021 Mercedes-Benz S560 Cabriolet**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 33: 2019-2019 Mercedes-Benz AMG S65 Cabriolet**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 34: 2019-2021 Mercedes-Benz AMG S63 Coupe**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****Descriptive Information:**

Part 573 Safety Recall Report

22V365

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.

Vehicle 35: 2019-2021 Mercedes-Benz AMG S63 Cabriolet

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 36: 2019-2021 Mercedes-Benz AMG C43 Sedan

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 37: 2019-2022 Mercedes-Benz CLS450

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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

Part 573 Safety Recall Report

22V365

production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Vehicle 38: 2019-2021 Mercedes-Benz AMG GLA45

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 39: 2019-2021 Mercedes-Benz S560 Coupe

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 40: 2019-2020 Mercedes-Benz SL450

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Part 573 Safety Recall Report**22V365****Vehicle 41:** 2019-2021 Mercedes-Benz E450 Sedan**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 42: 2019-2019 Mercedes-Benz GLS550**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 43: 2019-2020 Mercedes-Benz Maybach S650**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 44: 2020-2021 Mercedes-Benz AMG A35

Part 573 Safety Recall Report**22V365****Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 45: 2020-2021 Mercedes-Benz GLE580**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 46: 2019-2021 Mercedes-Benz AMG G63**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 47: 2019-2020 Mercedes-Benz GLC350e**Product Category:** Light Vehicles

Part 573 Safety Recall Report**22V365****Product Type:****Fuel / Propulsion:****Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 48: 2019-2019 Mercedes-Benz AMG GLE43**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 49: 2019-2021 Mercedes-Benz AMG GTA**Product Category:** Light Vehicles**Product Type:****Fuel / Propulsion:** Spark Ignition Fuel**Production Dates:** Aug 05, 2016 - Feb 18, 2022**Number of potentially involved:****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.

Vehicle 50: 2019-2020 Mercedes-Benz AMG S65 Sedan**Product Category:** Light Vehicles**Product Type:**

Part 573 Safety Recall Report

22V365

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 51: 2019-2021 Mercedes-Benz AMG GLC63

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 52: 2019-2021 Mercedes-Benz AMG GLC43 Coupe

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 53: 2017-2021 Mercedes-Benz C300 Sedan

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Part 573 Safety Recall Report

22V365

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 54: 2019-2021 Mercedes-Benz AMG GLE63 Coupe

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Vehicle 55: 2019-2021 Mercedes-Benz AMG E63 Sedan

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Aug 05, 2016 - Feb 18, 2022

Number of potentially involved:

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.

Defect / Noncompliance Description

Description of the defect or noncompliance:

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,

Part 573 Safety Recall Report

22V365

293, , 463 platform), the communication module's SIM card software might inadvertently become disabled

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

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.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: IDEMIA SAS

Address: 2 Place Samuel de Champlain
Courbevoie Foreign States, 92400

Country: France

Involved Components

Component Name 1: SW communication module

Component Description: SW communication module

Component Part Number: A2479026600

Component Name 2: SW communication module

Component Description: SW communication module

Component Part Number: A2229022118

Part 573 Safety Recall Report**22V365****Component Name 3:** SW communication module**Component Description:** SW communication module**Component Part Number:** A1779024806**Component Name 4:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229027218**Component Name 5:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479029901**Component Name 6:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229026619**Component Name 7:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229026719**Component Name 8:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479026702**Component Name 9:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479028701**Component Name 10:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229027718

Part 573 Safety Recall Report**22V365****Component Name 11:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479021903**Component Name 12:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229029819**Component Name 13:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479025603**Component Name 14:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479027803**Component Name 15:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479029301**Component Name 16:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479022704**Component Name 17:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2139023009**Component Name 18:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2139026917

Part 573 Safety Recall Report**22V365****Component Name 19:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2139024122**Component Name 20:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229027413**Component Name 21:** SW communication module**Component Description:** SW communication module**Component Part Number:** A1779021200**Component Name 22:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229027712**Component Name 23:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229023217**Component Name 24:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229026318**Component Name 25:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2479026100**Component Name 26:** SW communication module**Component Description:** SW communication module**Component Part Number:** A2229029020

Part 573 Safety Recall Report**22V365****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

Part 573 Safety Recall Report**22V365****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

Part 573 Safety Recall Report

22V365**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

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

Part 573 Safety Recall Report

22V365

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.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software OTA

Consumer Advisories: Do Not Drive Park Outside

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

Part 573 Safety Recall Report

22V365

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.

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Part 573 Safety Recall Report**22V365****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. Owners of Wave 5 workshop campaign vehicles will be re-notified of the voluntary recall campaign on September 26, 2025. Owners of Wave 6 workshop campaign vehicles will be re-notified of the voluntary recall campaign on October 10, 2025. Over-the-Air Campaign Number: 2022060005/2025090002, Workshop Campaign Number: 2023110006. A copy of all communications will be provided when available.

Planned Dealer Notification Date: May 27, 2022 No Dealers**Planned Interim Owner Notification Date:** No Owners**Planned Remedy Owner Notification Date:** Jul 08, 2022 Phased Recall**Date when VIN will be searchable:**