TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Launch Recall Campaign Notification **Model: Metris (447)** **Model Years: 2016-2021** **Replace eCall Communication Module Metris**	DATE: April, 2024

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

Campaign No. :	Campaign Desc. :	Replace eCall Communication Module
2024030014	**VS2SIMKOW**	

This is to notify you of a Recall Campaign launch to replace the eCall Communication Module on approximately **24** MY 2016-2021 Metris Vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "**OPEN**" in VMI and cannot be sold until remedied.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Metris vans, has determined that due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card might inadvertently become disabled. Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the 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.
What We're Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Metris dealer will replace and program the eCall communication module on the affected vehicles.
Parts	**Parts are available**

Vehicles Affected

Vehicle Model Year(s)	2016-2021
Vehicle Model	Metris

Vehicle Populations

Population	24
Dealer Inventory	**0**

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.

Additionally, given this notice, it is a violation of Federal Law for rental companies to rent vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline	An owner notification letter to be mailed in April, 2024.
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.

While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.

Model   *447.603/605/703 13 as of 153001 up to 913143*
   with code JH3 (Communication module (LTE) for digital services)
   with code ZU8 (National version for USA)

Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Damage Code	Codeword
P	02 4762	Operations: Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1 h	54 963 42	VS2SIMKOW
P	02 5058	Operations: Connect/disconnect starter battery charger (XENTRY Diagnosis connected)	0.1 h	54 963 42	VS2SIMKOW
P	12 2004	Operations: Disconnect/connect ground line of on-board electrical system battery (XENTRY Diagnosis connected)	0.1 h	54 963 42	VS2SIMKOW
P	12 1890	Operations: Check data of SIM card in HERMES control unit (XENTRY Diagnosis connected)	0.1 h	54 963 42	VS2SIMKOW
P	12 1896	Operations: Update data of SIM card in HERMES control unit (after check)	0.3 h	54 963 42	VS2SIMKOW
P	12 1895	Operations: Replace HERMES control unit (after check)	0.3 h	54 963 42	VS2SIMKOW
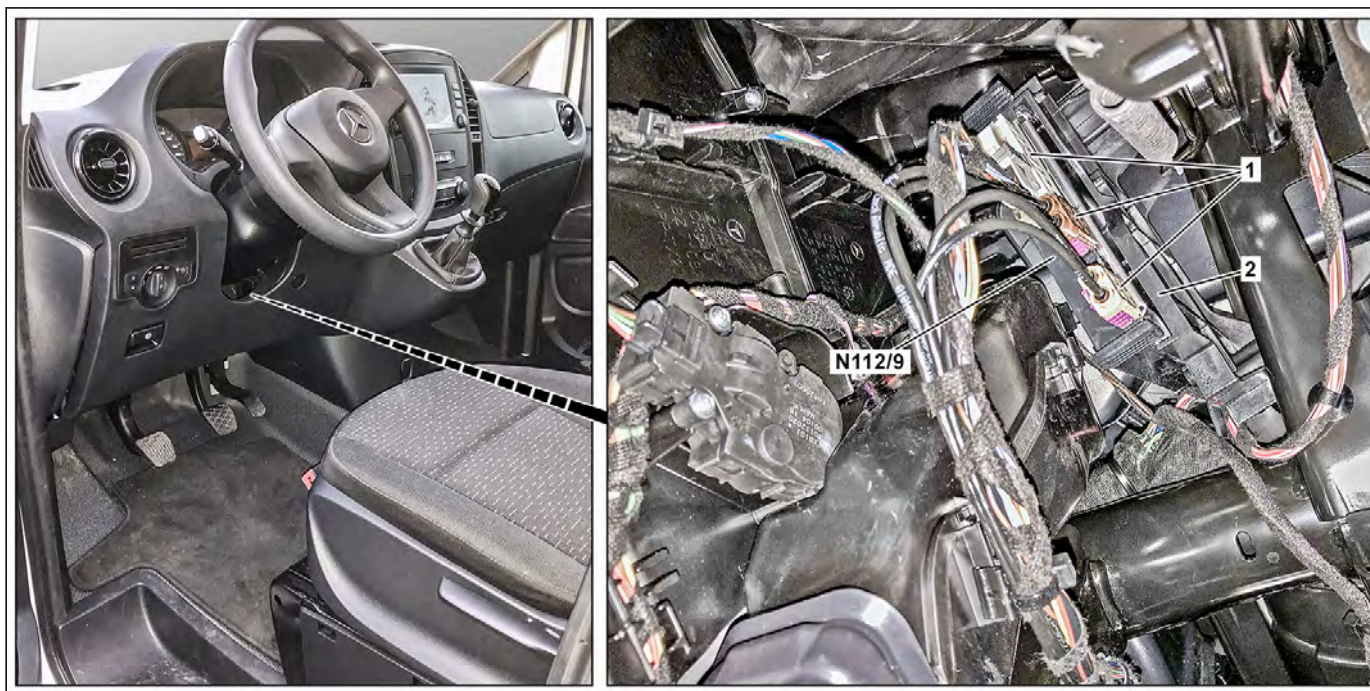
S82.95-A014-79

Shown on model 447.6/7

1	Electrical connector		N112/9	HERMES control unit
2	Bracket			

S82.95-A015-79

Shown on model 447.6/7

D82.95-A017-79

Shown in XENTRY Diagnosis (in English)

D82.95-A018-78

Shown in XENTRY Diagnosis (in English)

Notice	Information on preventing damage to electronic components due to electrostatic discharge		AH54.00-P-0001-01A
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	Notes on programming control units		AH54.21-P-0001-03Z
	Notes on SCN coding of control units		AH54.21-P-0004-01X
◁	**Check**		
1	Check whether vehicle is affected by measure.		

	Installing		
2 ☞AR	Install the 12 V charger.	⚠ A sufficient power supply for the on-board electrical system battery must be guaranteed throughout the entire work procedure. Otherwise any undervoltage that occurs may damage the control units. ⓘ Follow the operating instructions for the 12 V charger. ⓘ Use the 12 V charger to ensure an adequate voltage (min. 12.5 V) for the on-board electrical system battery.	AR54.10-S-1127E
3 ☞AD	Connect diagnostic system.	ⓘ Always make sure that XENTRY Diagnosis is updated to the latest version. ⓘ The operation steps in XENTRY Diagnosis must be followed precisely at all times.	AD00.00-S-2000-04E

	Check data of SIM card		
4	Check data of SIM card in HERMES control unit (N112/9).	ℹ️ **"FFFFFFFFFFFFFF"** must be shown under the current actual value of the "ICCID" fields (no. 819) and "IMSI" (Nr. 072). ℹ️ To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH3) → Actual values → Activation status If XENTRY Diagnosis shows "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072), ↓ continue with operation step 8. If XENTRY Diagnosis does not show "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072), ↓ continue with operation step 5. If communication between XENTRY Diagnosis and the HERMES control unit (N112/9) fails, disconnect and connect the ground line of the on-board electrical system battery. If the problem persists, ↓ continue with operation step 8.	
☞AR			AR54.10-S-0003E

	Commissioning of control unit		
5 ☞AR	Perform commissioning of HERMES control unit (N112/9) using vehicle diagnosis system. Programming of control units	Only if XENTRY Diagnosis does not show "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072). ⓘ To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH3) → Adaptations → Commissioning → Initial startup of already installed control unit ⓘ It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. **The software update in the HERMES control unit (N112/9) can take several hours.** ⓘ Do not yet remove vehicle diagnosis system.	AR54.21-S-0014E

◁	**Check**		
6	Make sure that the vehicle has satisfactory cellular telephone system reception.	Only if XENTRY Diagnosis does not show "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072). ⓘ To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH3) → Actual values → Cellular telephone system and data communications ⓘ The current actual value of the "Signal level of cellular telephone system service" field (No. 026) must be above 80%. If the current actual value of the "Signal level of cellular telephone system service" field (No. 026) is below 80%, move the vehicle outside to improve mobile phone reception. The lower the cellular telephone system reception, the higher the probability that the update of the data for the SIM card in the HERMES control unit (N112/9) (over-the-air update (OTA update)) will not be successful.	
	Update SIM card data		
7	Update SIM card data in HERMES control unit (N112/9) via over-the-air update (OTA update).	Only if XENTRY Diagnosis does not show "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072) and the current actual value of the "Signal level of cellular telephone system service" field (No. 026) is above 80%. ⓘ Ignition must be switched on. If the update was successful, ↓ continue with operation step 16. If, after about 7 minutes or after starting 3 times in succession, the update was unsuccessful, ↓ continue with operation step 8.	**Page 11**

	Remove		
8	Switch off ignition and store transmitter key outside of the transmission range (for at least 2 minutes).	Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated.	
9 ☞AR	Remove left cover under the dashboard.	Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated. Model 447.6/7 with code LC7 (Front footwell illumination) with code ZU8 (USA national version)	AR68.10-S-1500E
10	Disconnect electrical connectors (1).	Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated.	
11	Release front and rear lock on holder (2) and take HERMES control unit (N112/9) out to one side.	Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated. ⓘ Dispose of removed HERMES control unit (N112/9) properly. Observe the applicable legal requirements and specifications of the relevant country.	
	Install		
12	Install new HERMES control unit (N112/9) on holder (2) and lock.	Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated.	
13	Connect electrical connectors (1).	Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated.	
14 ☞AR	Install left cover below the instrument panel.	Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated. Model 447.6/7 with code LC7 (Front footwell illumination) with code ZU8 (USA national version)	AR68.10-S-1500E

|	Commissioning of control unit		
15	Perform commissioning of HERMES control unit (N112/9) using vehicle diagnosis system.	Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated.	AR54.21-S-0014E
☞AR	Programming of control units	$\boxed{i}$ To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH3) → Adaptations → Commissioning → Control unit replacement with initial startup of new control unit $\boxed{i}$ It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. **The software update in the HERMES control unit (N112/9) can take several hours.** $\boxed{i}$ Do not yet remove vehicle diagnosis system.	
◁	**Check**		
16	Perform function test of HERMES control unit (N112/9) using XENTRY Diagnosis.	$\boxed{i}$ To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH3) → Actuations → Self test $\boxed{i}$ The operation steps in XENTRY Diagnosis must be followed precisely at all times.	

17	Perform function test of emergency call system.	🛈 To do so, switch on ignition without touching brake pedal and check if the "SOS NOT READY" warning message disappears automatically in the instrument cluster. 🛈 Model 447.6/7 with code E3C (Audio 30) or code EA4 (Audio 40) or code EN6 (Audio 10) or code EN7 (Audio 15) On these vehicles, switch on the radio and check if "SOS NOT READY" appears in the central display of the radio, and then check if shortly after this "SOS NOT READY" automatically disappears from the central display.	
	Remove		
18 ☞AD	Remove vehicle diagnosis system.		AD00.00-S-2000-04E
19 ☞AR	Remove charger from vehicle.		AR54.10-S-1127E

Parts ordering note

| Part no.	Designation	Quantity
A 238 900 11 06	HERMES control unit	1
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Model ***447.603/605/703 13 as of 153001 up to 913143***
with code JH3 (Communication module (LTE) for digital services)
with code ZU8 (National version for USA)
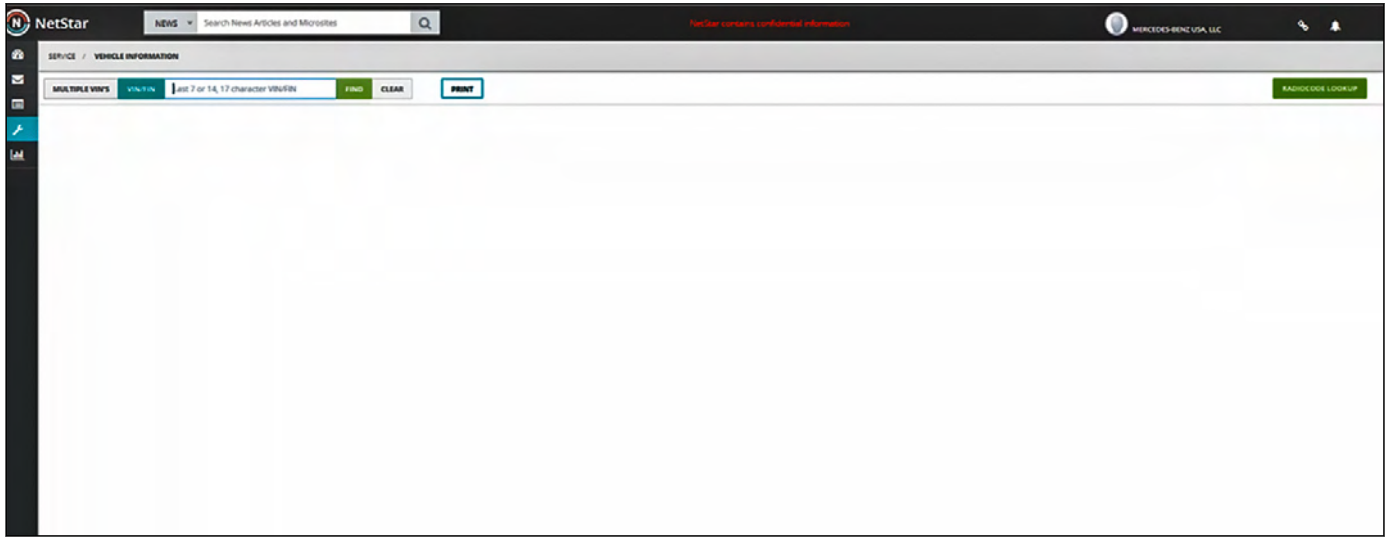
D82.95-A019-78

VMI screen on "NetStar" system (shown in English)

1 Login to the "NetStar" system and call up
the VMI mask.
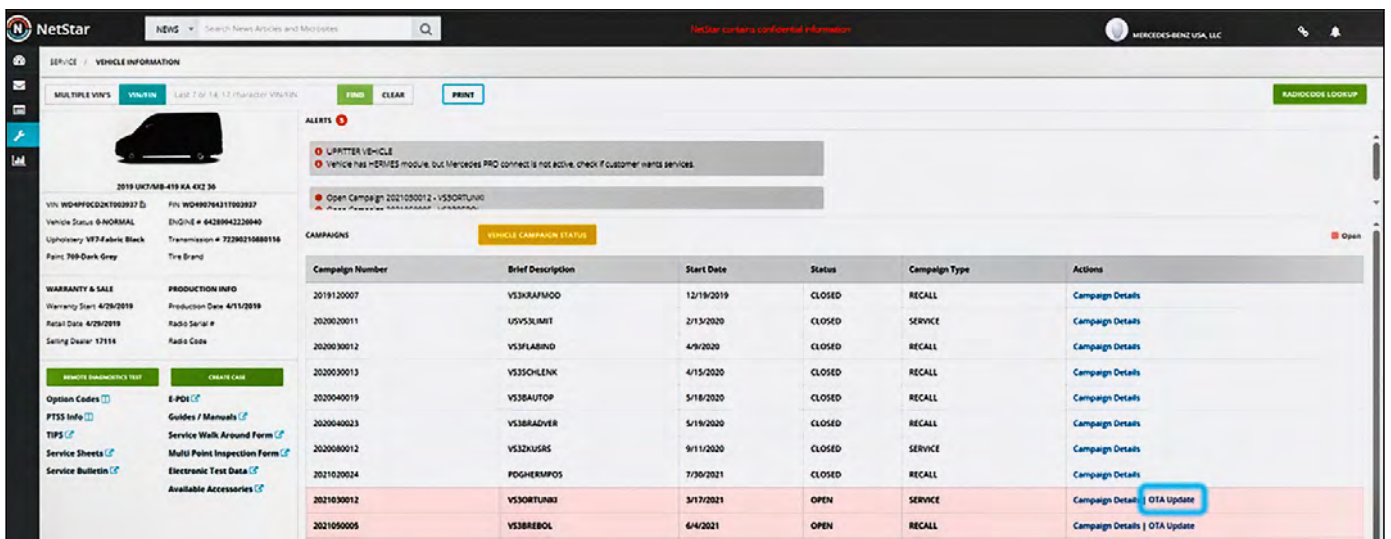
D82.95-A020-78

Search for vehicle identification number (VIN/FIN) on "NetStar" system (shown in English)
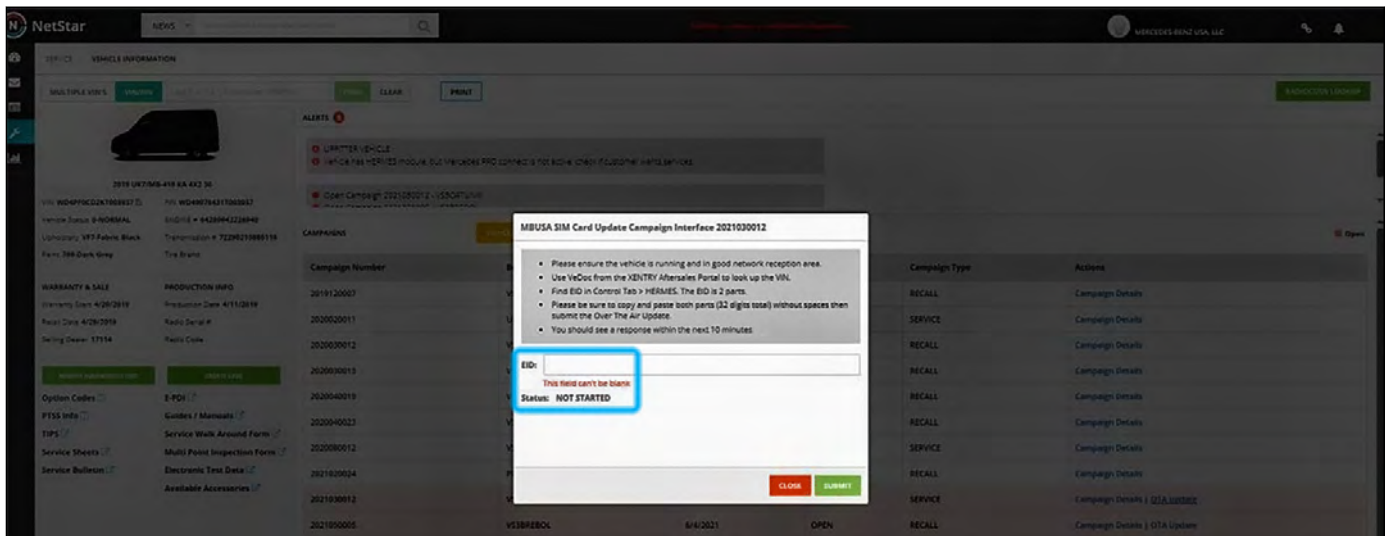
2	Search for vehicle identification number (VIN/FIN).		3	Click on the "OTA update" link.

ⓘ

You can see the update link (over-the-air update (OTA update)) in the campaign table on the VMI mask when the update campaign (over-the-air update (OTA update)) for the vehicle identification number (FIN) is open.
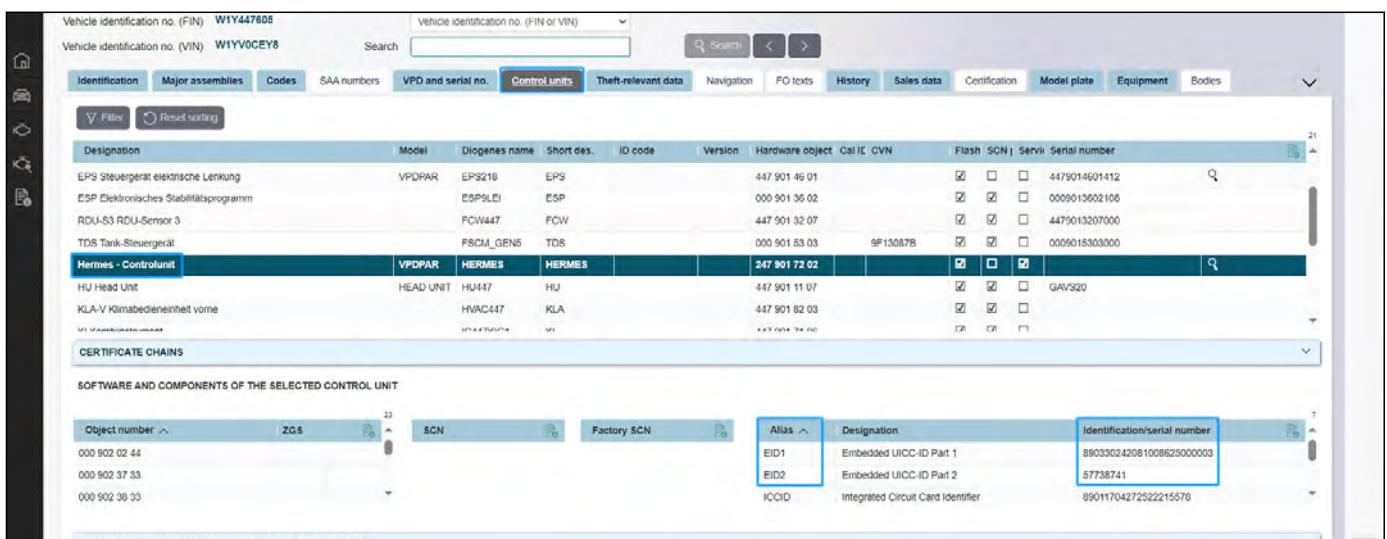

D82.95-A021-78

Query for EID number on "NetStar" system (shown in English)

ⓘ

A pop-up window displays a prompt for the EID number for the update (over-the-air update (OTA update)).
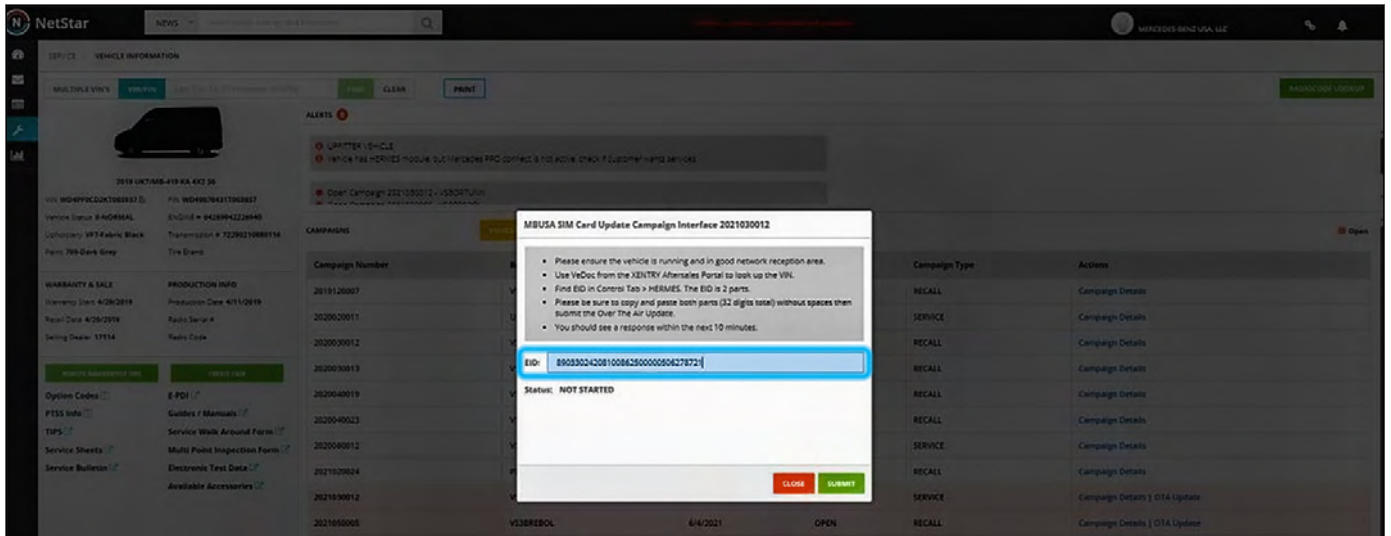

D82.95-A028-78

Search for the vehicle's EID number in "Vehicle Documentation" (VeDoc) (shown in English)

| 4 | Search for the vehicle's valid EID number in "Vehicle Documentation" (VeDoc). |

[i]

To do so, enter vehicle identification number (VIN/FIN), select "Control units" and click on "Hermes - Control unit".

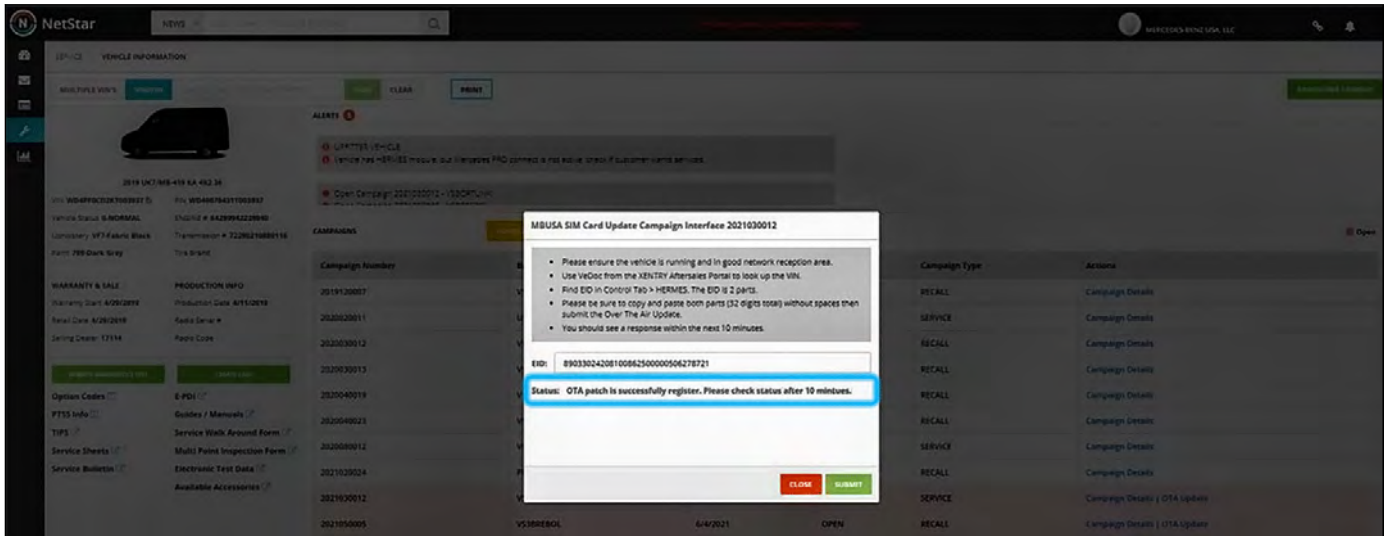*Enter EID number on "NetStar" system (shown in English)*

| 5 | Enter valid EID number and click on "Submit" button. |

[i]

To do so, enter EID1 and EID2 number from "Vehicle Documentation" (VeDoc) together, as shown (e.g.: 89033024208100862500000 + 69027456).
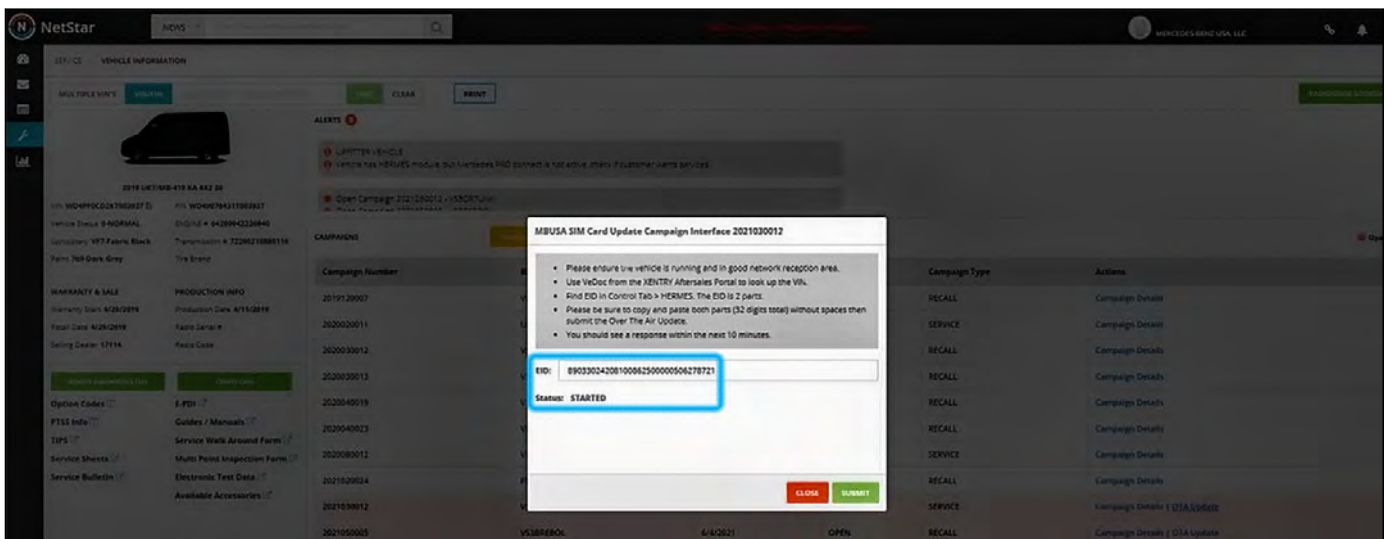
[i]

After clicking on the "Submit" button, the following screens are displayed depending on the case involved:

D82.95-A023-78

Successful registration of the update (over-the-air update (OTA update)) on the "NetStar" system (shown in English)
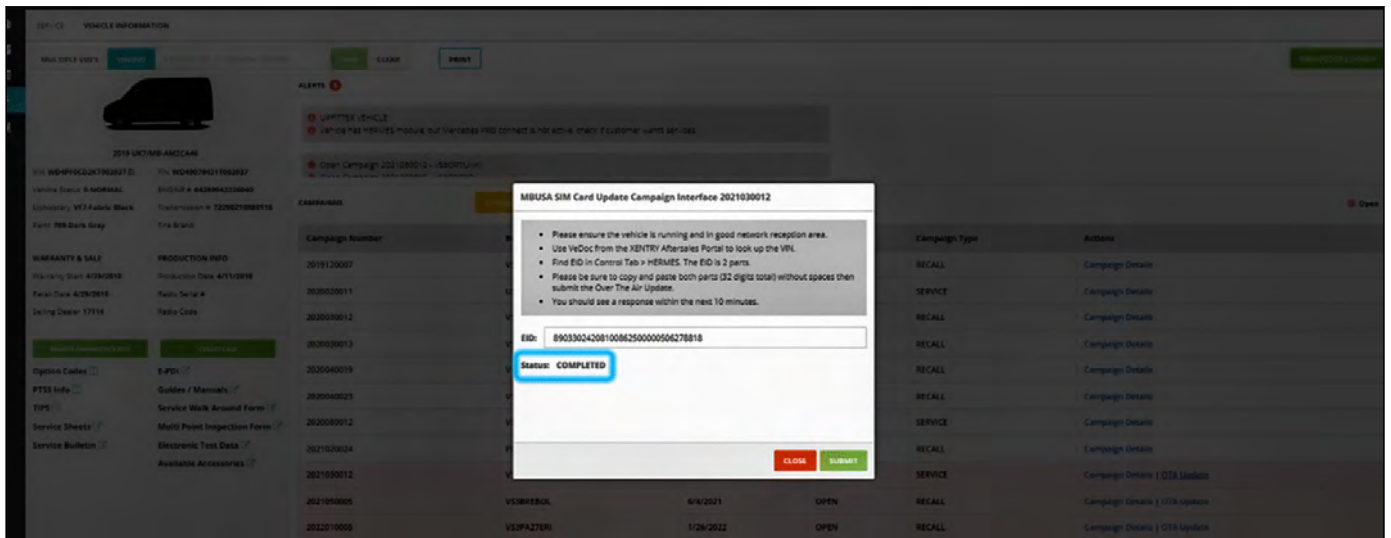
Screen on "NetStar" system when the update is successful
(over-the-air update (OTA update)).

D82.95-A024-78

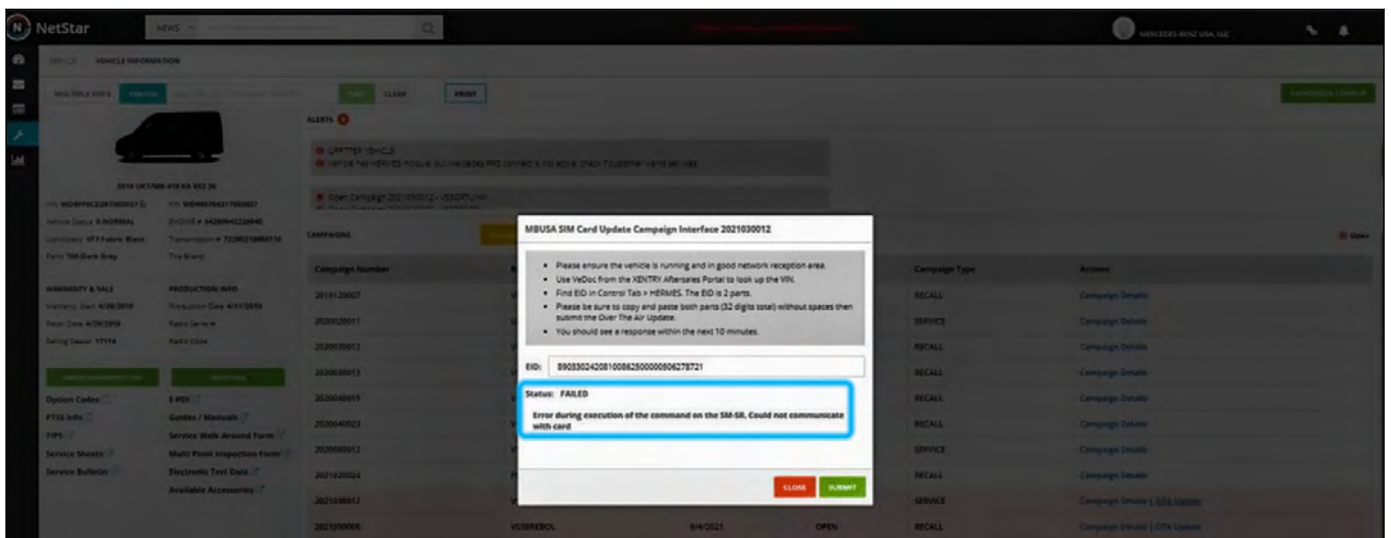**Update (over-the-air update (OTA update)) started on "NetStar" system (shown in English)**

Screen on "NetStar" system if "OTA Update" is clicked
again during the update process (over-the-air update (OTA
update)).

D82.95-A025-78

Update successful (over-the-air update (OTA update)) on "NetStar" system (shown in English)
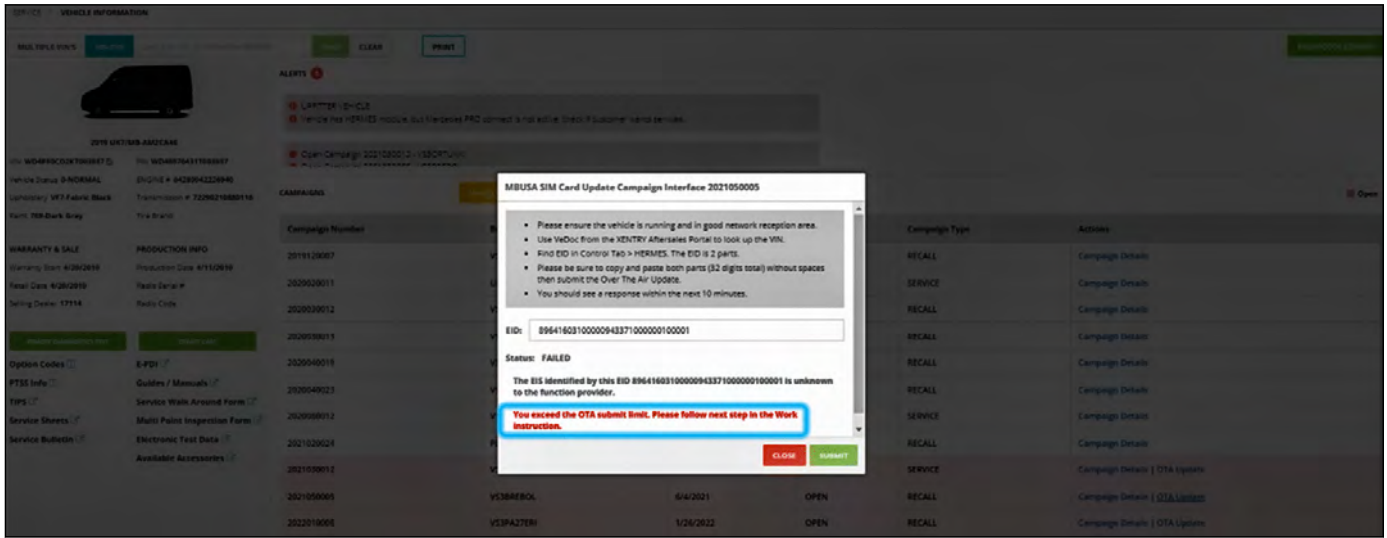
Screen on "NetStar" system when the update is successful
(over-the-air update (OTA update)).

D82.95-A026-78

Update not successful (over-the-air update (OTA update)) on "NetStar" system (shown in English)

Screen on "NetStar" system when update is not successful
(over-the-air update (OTA update)).

D82.95-A027-78

Update not successful (over-the-air update (OTA update)) after three successive attempts on the "NetStar" system (shown in English)

Screen on the "NetStar" system with three consecutive unsuccessful updates (over-the-air update (OTA update)).