

**ATTENTION:** Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

## Safety Recall Launch Notification

September 12, 2025

Campaign #	NHTSA ID	Description	<b>Update Communication Module SIM Card Software – Wave 5</b>
2025090002 2023110006	22V365	23P5497342 23P5497319	

### Campaign Details

<b>Total Recall Population</b>	2,000 (Wave 1) + 3,149 (Wave 2) + 6,905 (Wave 3) + 1,000 (Wave 4) + 247 (Wave 5)	<b>Model(s)/ Platform(s)</b>	A-class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GLE/GLS, AMG GT 4-door, S-Class, and SLC vehicles (177, 205, 117, 118, 257, 213, 238, 463, 156, 247, 253, 166, 167, 290, 217, 222, 223, and 172 platform)
<b>Vehicles in Dealer Inventory</b>	0		
<b>Model Year(s)</b>	2017-2022		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the communication module's SIM card software 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, both the manual and automatic eCall functions would not be available, which could preclude or delay the arrival of emergency responders. This could increase the risk of an injury following an emergency event.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the communication module SIM card software or replace the communication module, if necessary, in affected vehicles.		
<b>Remedy</b>	The remedy parts are available and can be ordered at this time.		
<b>Launch Date</b>	2,000 Affected VINs were flagged in VMI as "OPEN" on May 3, 2024. An additional 3,149 affected VINs were flagged in VMI as "OPEN" on July 12, 2024. An additional 6,905 affected VINs were flagged in VMI as "OPEN" on September 13, 2024. An additional 1,000 Affected VINs were flagged in VMI as "OPEN" on March 28, 2025. An additional 247 Affected VINs will be flagged in VMI as "OPEN" on Friday, September 12, 2025. The campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers.		
<b>Approximate Customer Notification Date</b>	Customer letters for Wave 1 were mailed on May 17, 2024. Customer letters for Wave 2 were mailed on July 29, 2024. Customer letters for Wave 3 were mailed on September 27, 2024. Customer letters for Wave 4 were mailed on April 4, 2025. Customer letters for Wave 5 will be mailed on Friday, September 26, 2025. Final customer letters can be found at <a href="http://MBUSA.com/recall">MBUSA.com/recall</a> or <a href="http://NHTSA.gov">NHTSA.gov</a> at the time of mailing.		
<b>Warranty Claim Notice</b>	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

**Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN" and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that might be applicable to the vehicle(s).

**Additionally, given this notice, it is a violation of federal law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.



# Recall Campaign Bulletin



Mercedes-Benz

September 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	<b>2025090002</b>
CAMPAIGN DESC.	<b>23P5497342</b>
NHTSA ID	<b>22V365</b>
SUBJECT	<b>SIM Card Communication Module – RAMSES</b>
MODEL(S)	<b>S-Class vehicle (223 platform)</b>
MODEL YEAR(S)	<b>2021</b>
CAMPAIGN POPULATION	<b>247</b>

## Campaign Technical Instructions

### Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-RC-2025090002

# Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

## SIM Card Communication Module – RAMSES

Model(s): 223

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- i**
  - Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
  - Follow the operation steps exactly as described in XENTRY Diagnosis.
  - Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical battery system** (greater than 12.5 V).
  - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.
  
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762 and 02-5058** may be invoiced **only on one of the workshop orders**.

### Primary Parts Information

Qty.	Part Name	Part Number
1	Communications module 'Telematics services' (RAMSES)	A 223 900 87 34

**i** *Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.*

### Work Procedure

1. Replace control unit **N112/2 – Communications module 'Telematics services' (RAMSES)**.

**i** For basic information, see AR82.85-P-0020S.

**i** **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair:*

### Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 973 42	12-1901	<b>Replace</b> Communication module, telematics services <b>control unit (RAMSES)</b> . <b>Includes:</b> Remove/install rear panel trim, connect/disconnect diagnostic system (XENTRY Diagnosis), connect/disconnect starter battery maintainer, commission telematics services control unit (RAMSES).	<b>0.6</b>

**i** **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*