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

Safety Recall Launch Notification

September 19, 2025

Campaign #	NHTSA ID	Description
2023110006	22V365	23P5497319

Update Communication Module SIM Card Software – Wave 6

Campaign Details

Total Recall Population	2,000 (Wave 1) + 3,149 (Wave 2) + 6,905 (Wave 3) + 1,000 (Wave 4) + 247 (Wave 5) + 6,836 (Wave 6)	**Model(s)/ Platform(s)**	A-class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GLE/GLS, AMG GT 4-door, S-Class, SL and SLC vehicles (177, 205, 117, 118, 257, 213, 238, 463, 156, 247, 253, 166, 167, 290, 217, 222, 223, 231, and 172 platform)
Vehicles in Dealer Inventory	0		
Model Year(s)	2017-2022		
Issue	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.		
What We're Doing	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.		
Remedy	The remedy parts are available and can be ordered at this time.		
Launch Date	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 were flagged in VMI as "OPEN" on September 12, 2025. An additional 6,836 affected VINs will be flagged in VMI as "OPEN" on September 19, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	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 were mailed on September 26, 2025. Click or tap to enter a date.Customer letters for Wave 6 will be mailed on Friday, October 3, 2025. Final customer letters can be found at MBUSA.com/recall or NHTSA.gov at the time of mailing.		
Warranty Claim Notice	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.

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600

Mercedes-Benz

July 2024

Rev. D September 19, 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	**2023110006**
CAMPAIGN DESC.	**23P5497319**
NHTSA ID	**22V365**
SUBJECT	**SIM Card Communication Module – Wave 6**
MODEL(S)	**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, 247, 156, 253, 166, 292, 167, 290, 217, 222 and 172 platform)**
MODEL YEAR(S)	**2017 – 2022**
CAMPAIGN POPULATION	**19,980**

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.

Revision Note(s):

A. Addition of retrofit instructions for HERMES 1.5 to 3.0

B. Updated parts table for retrofit

Order No. P-RC-2023110006

Recall Campaign Bulletin

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	GSM electrical connector housing	A 029 545 95 26
As required (1)	HERMES Control Unit v3.0 (N112/9)	A 238 900 12 05
As required (1)**	HERMES Control Unit v1.5 (N112/9)	A 222 900 86 22*

**** Order GSM electrical connector housing ONLY if retrofitting HERMES v1.5 to HERMES v3.0***

***** Order HERMES v1.5 ONLY if the original HERMES Hardware Object Number is 222 901 82 06 as shown in VeDoc Control Units† AND Vehicle data card includes 506 or 522 as shown in VeDoc Codes††:***

†

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object number
KOM (Kommunikationsmodul)	VPDPAR	HERMES	HERMES			222 901 82 06

††

Product group indicator	Code	Designation
P Passenger car (without SMART)	506	RADIO AUDIO 20 POSSIBLE FOR NAVIGATE NTG5.5
P Passenger car (without SMART)	522	RADIO AUDIO 20 POSSIBLE FOR NAVIGATE NTG5

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.

- 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**.

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***.

Check/Test Procedure

1. Connect XENTRY Diagnosis.

2. Check data of SIM card in HERMES control unit (N112/9) with XENTRY Diagnosis **(Figure 1).**

i To do this, select menu item "Quick test view → N112/9 'telematics services' (HERMES) communication module → Actual values → Activation status".

i In the event of a communication failure between XENTRY Diagnosis and the HERMES control unit (N112/9), disconnect/connect the ground line of the on-board electrical system battery ("hard reset"). If the problem persists, carry out **Work Procedures 3 and 4**.

i For basic information, see:

Models **205**, **213**, **253**:	AR54.10-P-0003LW
Model **238**:	AR54.10-P-0003LWO
Models **257**, **290**:	AR54.10-P-0003FR
Models **118**, **177**, **247**:	AR54.10-P-0003MFA
Models **117**, **156**:	AR54.10-P-0003NKB
Models **166**, **292**:	AR54.10-P-0003GZ
Model **167**:	AR54.10-P-0003ME
Model **172**:	AR54.10-P-0003W
Models **217**, **222**:	AR54.10-P-0003LF
Model **463**:	AR54.10-P-0003PV AR54.10-P-0003XG

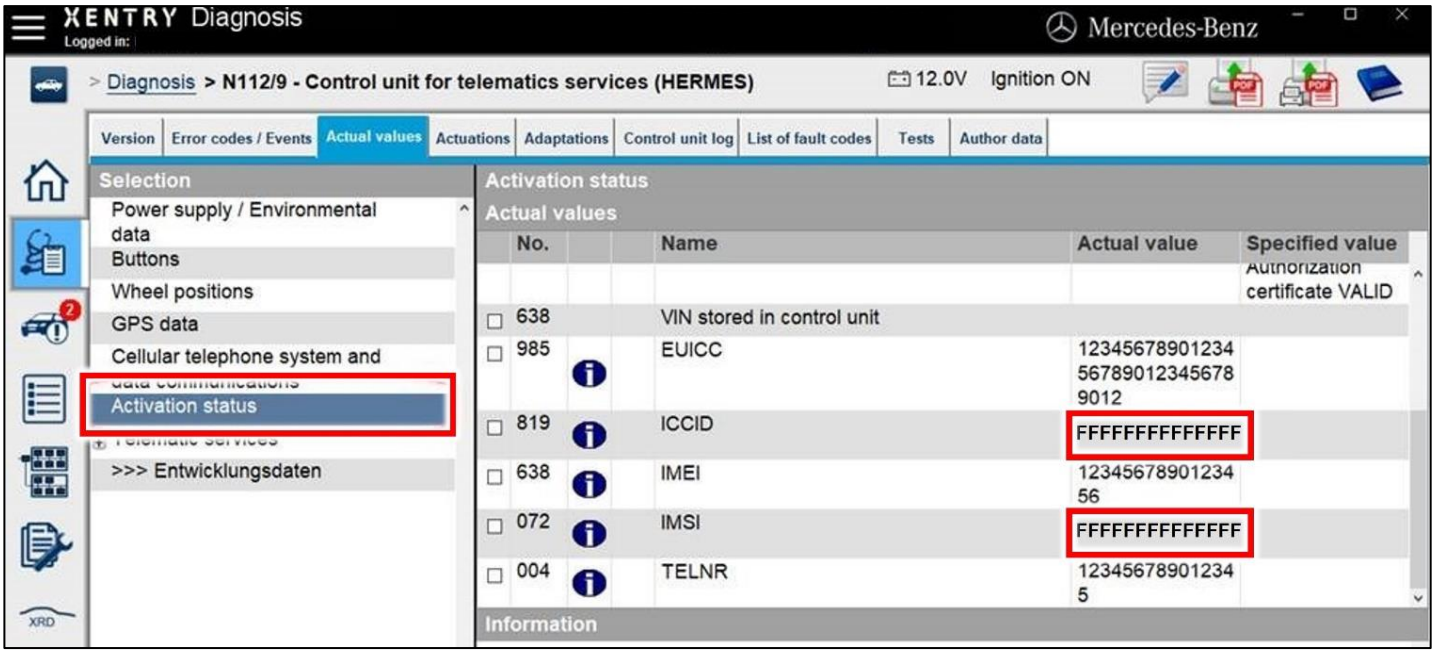

Figure 1

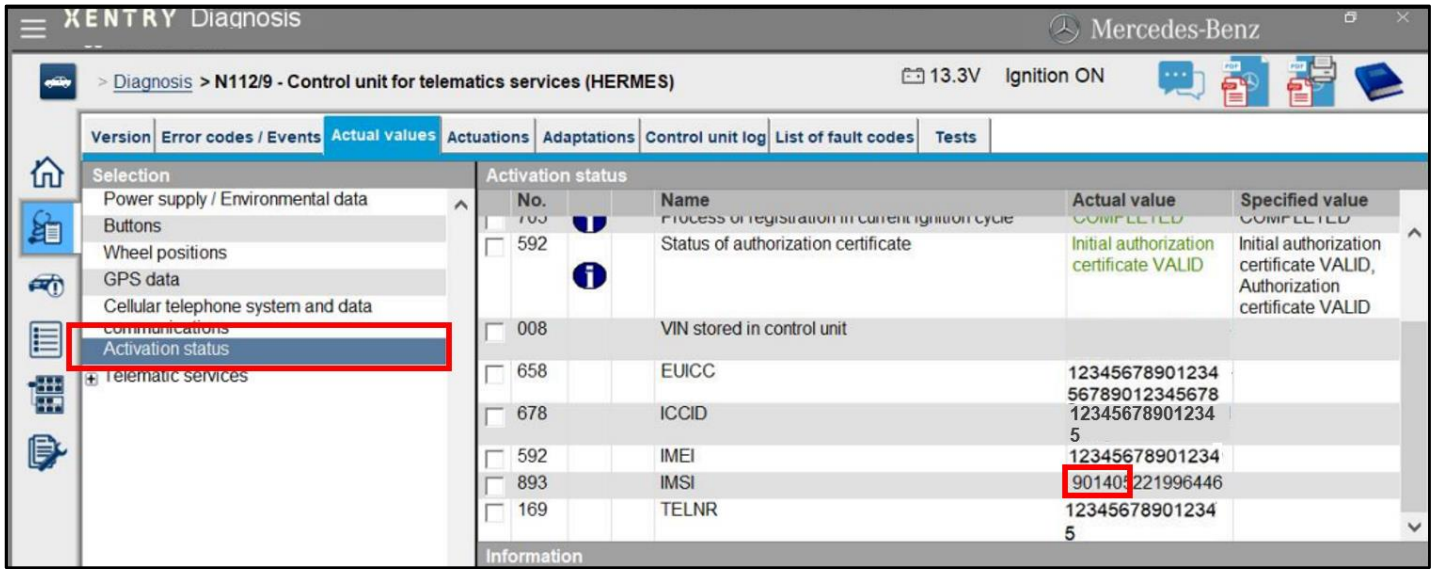

Figure 2

a. If XENTRY Diagnosis displays “FFFFFFFFFFFFFF” for the “ICCID” and “IMSI” actual values **(Figure 1)**: Carry out only **Work Procedures 3 and 4**.
NOTE: This must be documented in the Repair Order text!

b. If XENTRY Diagnosis “IMSI” actual value starts with “90140…” **(Figure 2)**: **End Measure.**
NOTE: This must be documented in the Repair Order text!

c. If XENTRY Diagnosis “IMSI” actual value starts with “310170…”: Carry out **Work Procedures 1, 2, 3** (Work Procedure 3 is dependent on results of Work Procedure 2), **and 4**.

Work Procedure 1

1. Carry out **commissioning of HERMES control unit (N112/9)** with diagnostic system.
   i To do this, select menu item “Quick test view → N112/9 'Telematics services' (HERMES) communication module → Adaptations → Commissioning → Commissioning of already installed control unit”.
   i Then follow the user guidance in XENTRY Diagnosis.

2. Ensure that the vehicle has **sufficient mobile reception (Figure 2).**
   i To do this, select menu item “Quick test view → N112/9 'Telematics services' (HERMES) communication module → Actual values → Cellular telephone system and data communication”.
   i Then follow the user guidance in XENTRY Diagnosis.
   i The actual value of the “Reception field strength Cellular telephone system” **must be 80%** or above **(Figure 3).**
   i If the current actual value of the “Reception field strength Cellular telephone system” is **below 80%**, **position the vehicle outside** to improve mobile reception. The poorer mobile reception is, the higher the probability that the over-the-air (OTA) update of the SIM card data in the HERMES control unit (N112/9) will not be successful.

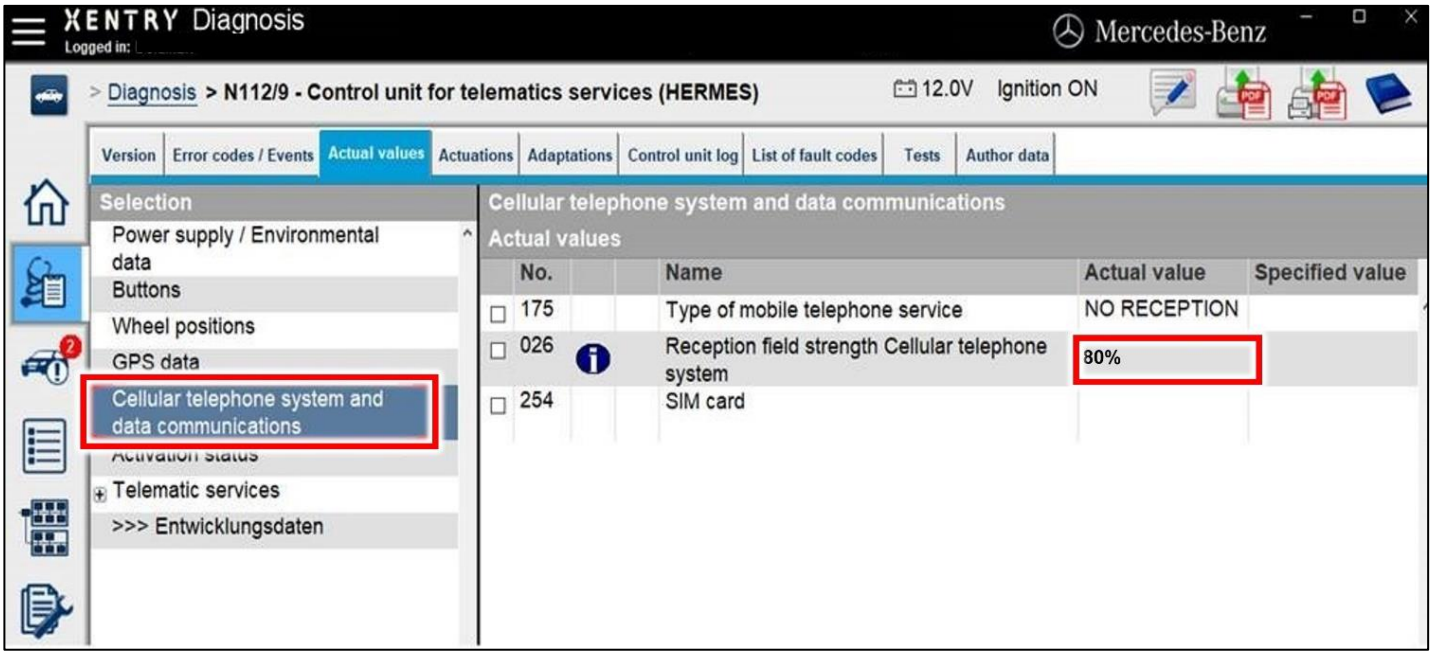

Figure 3

3. Continue with **Work Procedure 2** (update data of SIM card in HERMES control unit (N112/9) OTA).
   i Ignition must be switched on and battery maintainer must be used during the OTA process.

Work Procedure 2

1. Log in to “NetStar” and call up the Vehicle Master Inquiry (VMI) screen.

2. Search for the vehicle identification number (VIN) **(Figure 4)**.
   The **“OTA Update”** link becomes visible in the campaign table (next to Campaign Number 2023110006) in the VMI screen when the campaign is open for the selected vehicle.

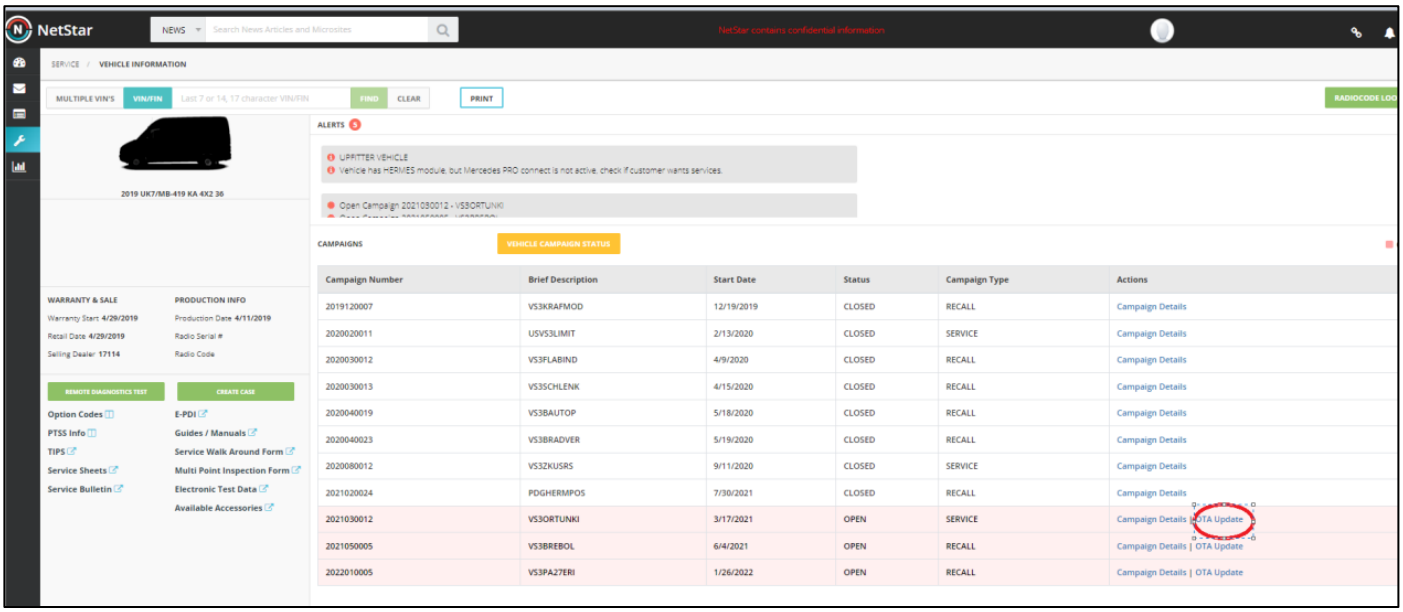

Figure 4 – In the “Actions” column, “OTA Update” is available, listed next to Campaign Number 2023110006

3. Click on the **“OTA update**” link **(Figure 4).**
   A pop-up window requesting an EID number for the OTA update will appear **(Figure 5).**

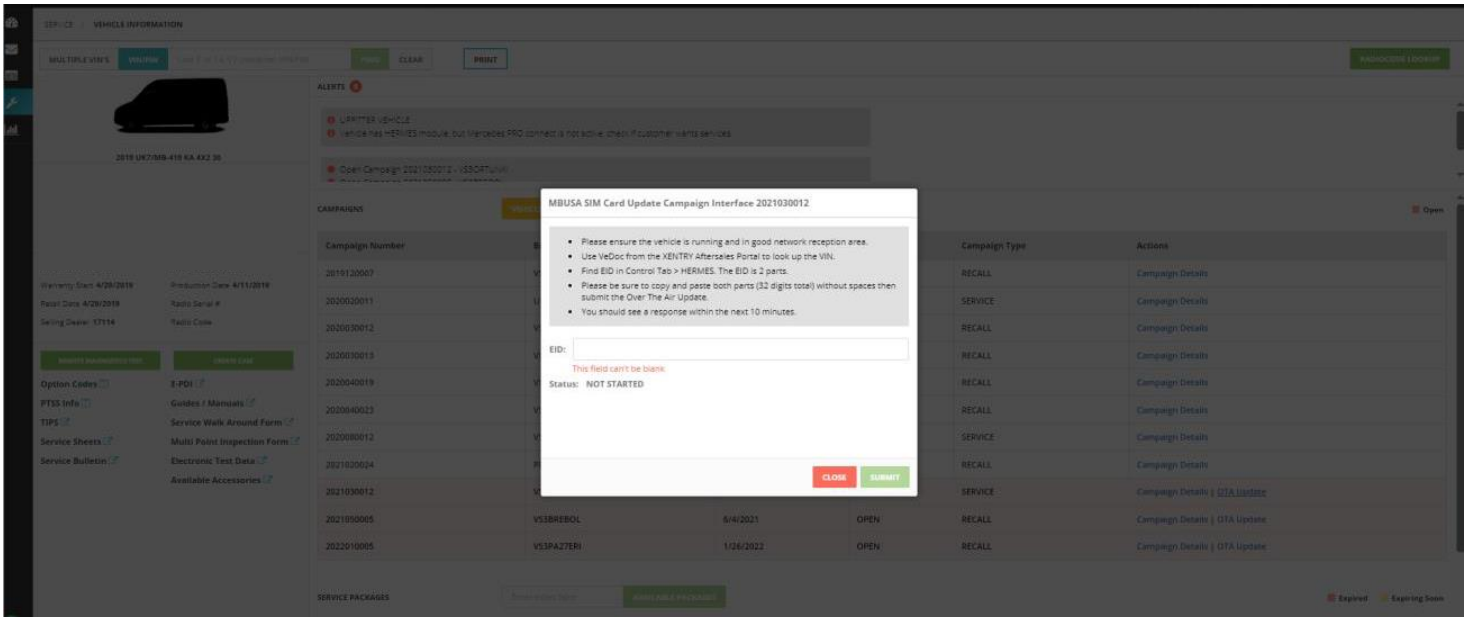

Figure 5

4. Look up the valid EID number for the vehicle in “Vehicle Documentation” (VeDoc).
To do this, enter the VIN, “Search”, select “Control units”, and click on “Hermes - control unit” **(Figure 6).**

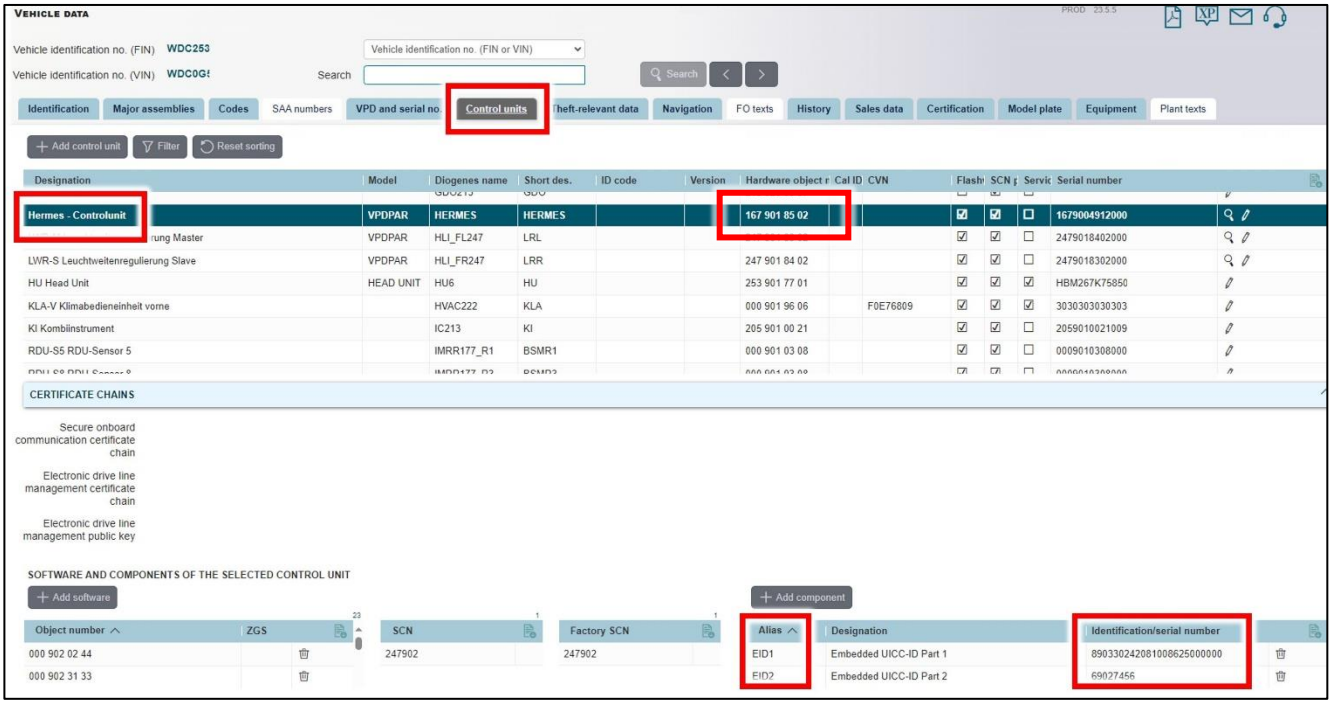

Figure 6**
**** Make note of the HERMES ***Hardware object number*** for determining replacement part number!**
(e.g. Figure 6 – Hardware object number is 167 901 85 02)

5. Enter the valid EID number and click on “Submit” **(Figure 7).**
To do this, enter the **EID1 + EID2** numbers from VeDoc **without spaces or special characters** as shown. (e.g.: 8903302420810086250000006902745 6 – **EXAMPLE ONLY**).

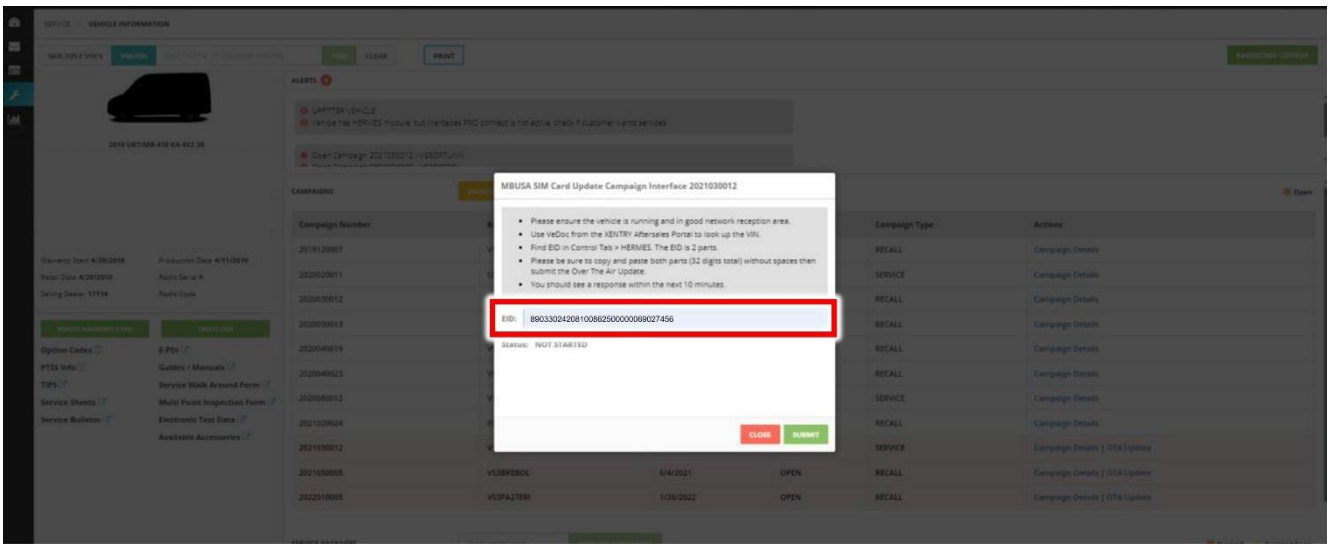

Figure 7 – *EID1 + EID2 input*

After you click “Submit”, the following screens can be displayed depending on the results of the OTA Update: **(Figures 8, 9, 10, 11 and 12).**

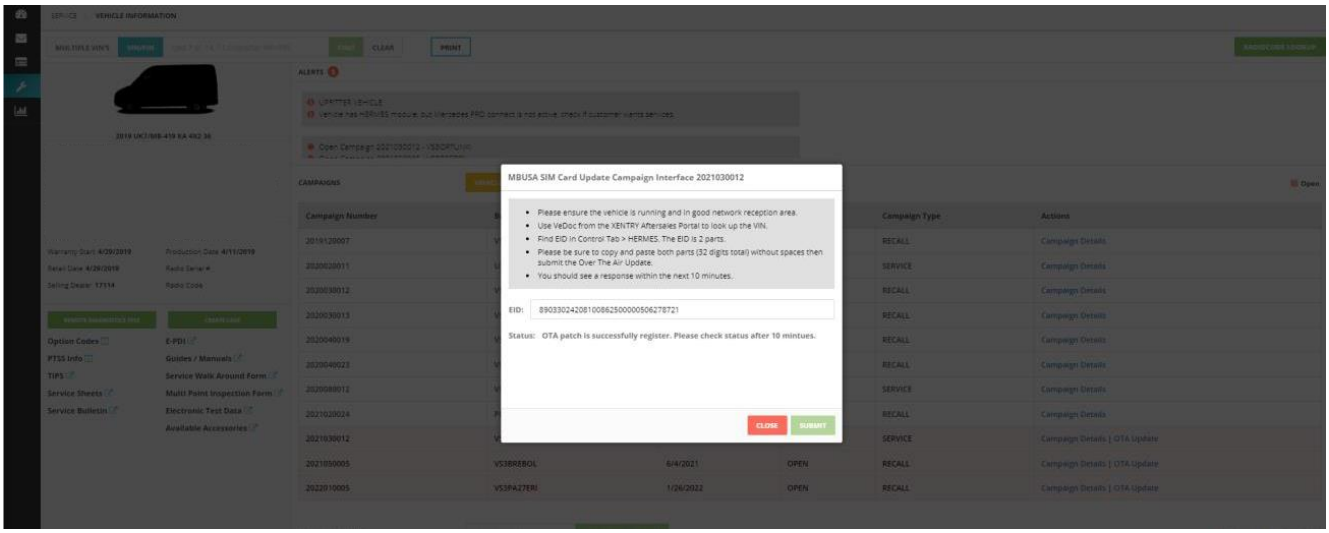

Figure 8 (screen on "NetStar" after the OTA update has been registered successfully)
Status: OTA patch is successfully registered. Please check status after 10 minutes

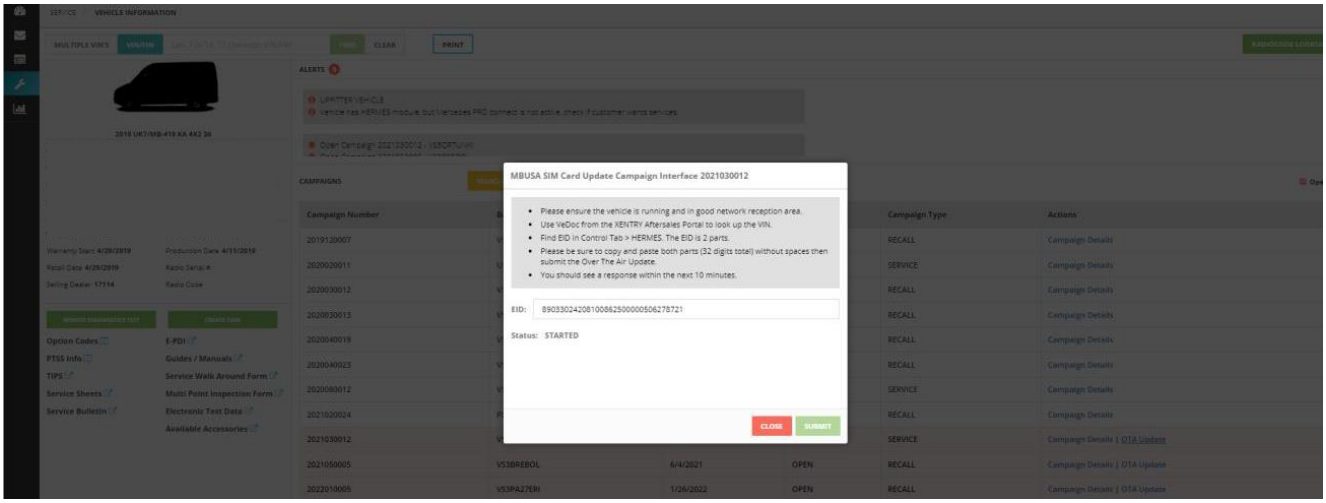

Figure 9 (screen on "NetStar" if "OTA update" is clicked again during the OTA update process)
Status: Started

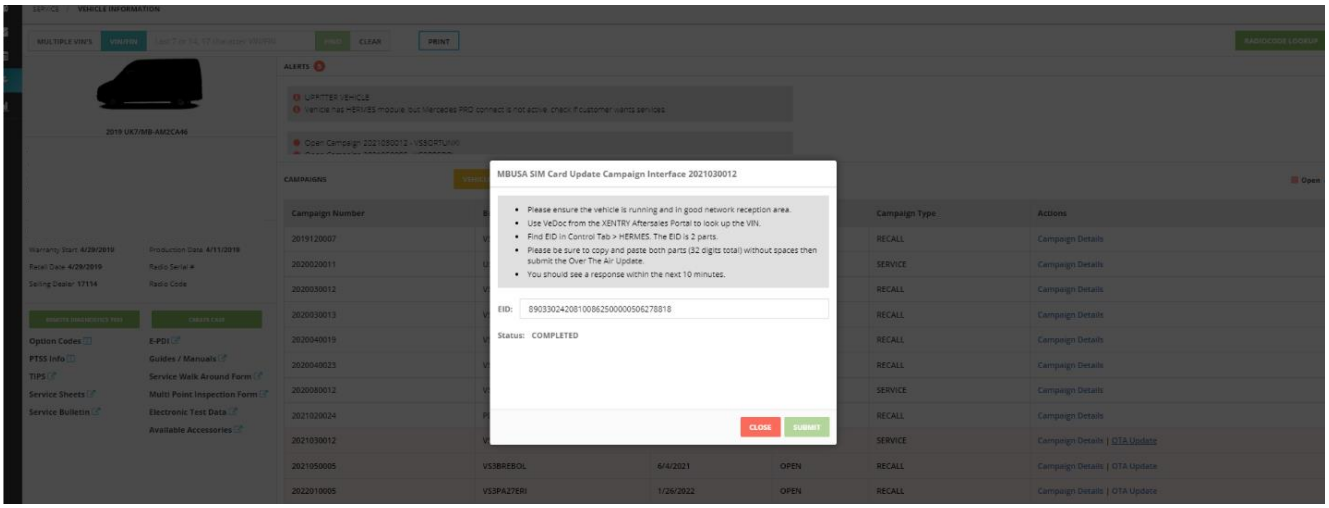

Figure 10 (screen on "NetStar" if the OTA update was successful)
Status: Completed

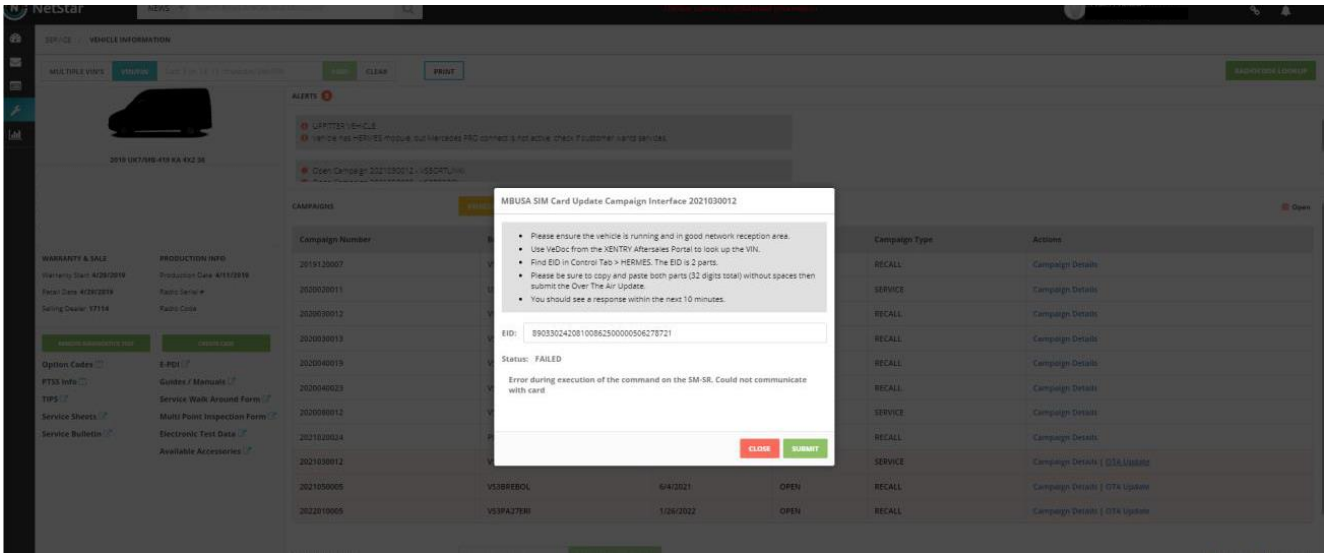

Figure 11 (screen on "NetStar" if the OTA update was not successful)
Status: Failed – Error during execution of the command on the SM-SR. Could not communicate with card.

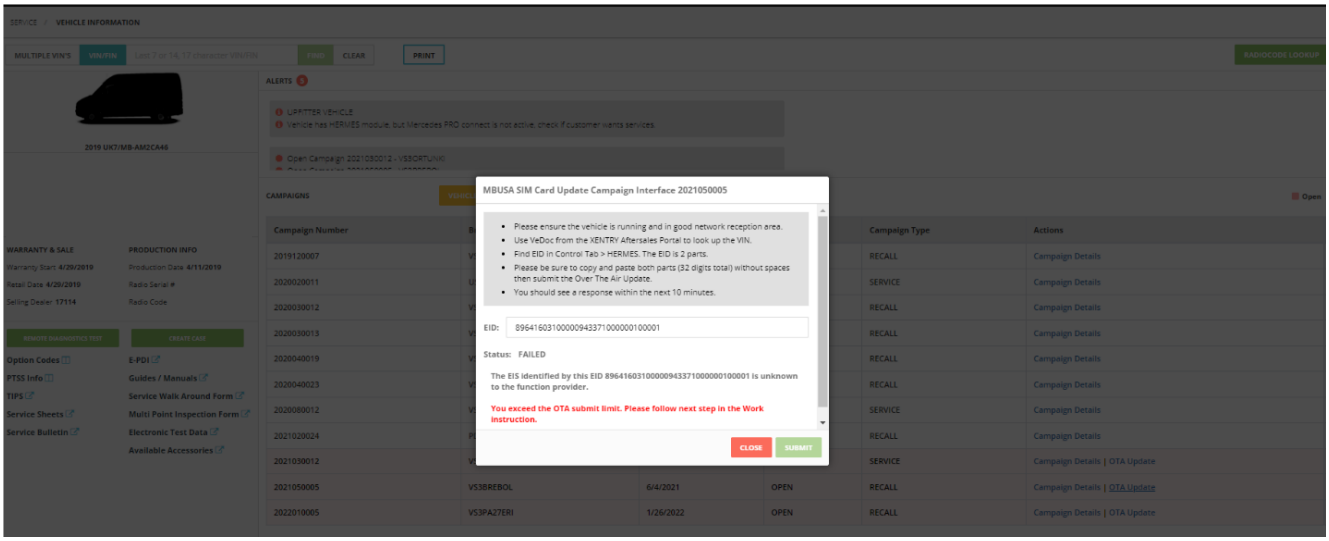

Figure 12 (screen on "NetStar" if two consecutive OTA updates were not successful)
Status: Failed – The EIS identified by this EID ######## is unknown to the function provider.
You exceed the OTA submit limit. Please follow next step in the work instructions

a. The OTA procedure must be attempted a **second time if the first attempt fails**.
Wait at least 7 minutes after the first attempt before retrying. If the SIM Card data in HERMES control unit (N112/9) **does not update** successfully OTA after the second attempt: Perform **Work Procedures 3 and 4**.

b. If the SIM Card data in HERMES control unit (N112/9) **updates** successfully OTA: Perform **Work Procedure 4 only**.

Work Procedure 3a or 3b:

A. If vehicle has a **HERMES v1.5** installed, **and** vehicle data card contains **SA code 531** (COMAND NTG5/NTG5.5):
- Install **HERMES v3.0 (A2389001205)** with new GSM connector housing; Perform **Work Procedure 3a.**

B. If vehicle has **any other HERMES** control unit installed *(all versions except v1.5)*:
- Install **HERMES v3.0 (A2389001205)** with original GSM connector housing; Perform **Work Procedure 3b.**

C. If vehicle has a **HERMES v1.5** installed, **and** vehicle data card contains **SA code 506** (Audio20 NTG5.5) **– or – SA code 522** (Audio20 NTG5):
- Install **HERMES v1.5 (A2229008622)** with original GSM connector housing; Perform **Work Procedure 3b.**

Work Procedure 3a

Retrofit HERMES v3.0 control unit (N112/9)

1. Remove installed **HERMES control unit (N112/9)**.

i For basic information, reference WIS:

Model 205:	AR82.95-P-0019LW AR82.95-P-0019LWM
Models 213, 238:	AR82.95-P-0019LWE
Model 253:	AR82.95-P-0019LWX AR82.95-P-0019LWG
Models 257, 290:	AR82.95-P-0019FR
Models 118, 177:	AR82.95-P-0019MFA
Model 117:	AR82.95-P-0019NKC

Model 156:	AR82.95-P-0019NKA
Models 166, 292:	AR82.95-P-0019GQB
Model 167:	AR82.95-P-0019ME
Model 172:	AR82.95-P-0019WM
Models 217, 222:	AR82.95-P-0019LF
Model 247:	AR82.95-P-0019MFB
Model 463:	AR82.95-P-0019GW AR82.95-P-0019XG

2. Modify electrical connectors **(Figure 13, B & C)** to retrofit **HERMES v3.0 control unit (N112/9):**

2.1 Remove antenna pins from existing GSM connector housings **(Figure 13, B & C):**

a. Use a small flathead screwdriver to remove Secondary Lock **(Figure 14, A).**

b. Use a small pick to remove the Primary Lock **(Figure 14, B).**

2.2 Install both antenna pins into a single GSM connector housing **(Figure 15)**.

See Figure 16 for pin location reference guide.

Figure 13 – HERMES 1.5 installed on 205 chassis

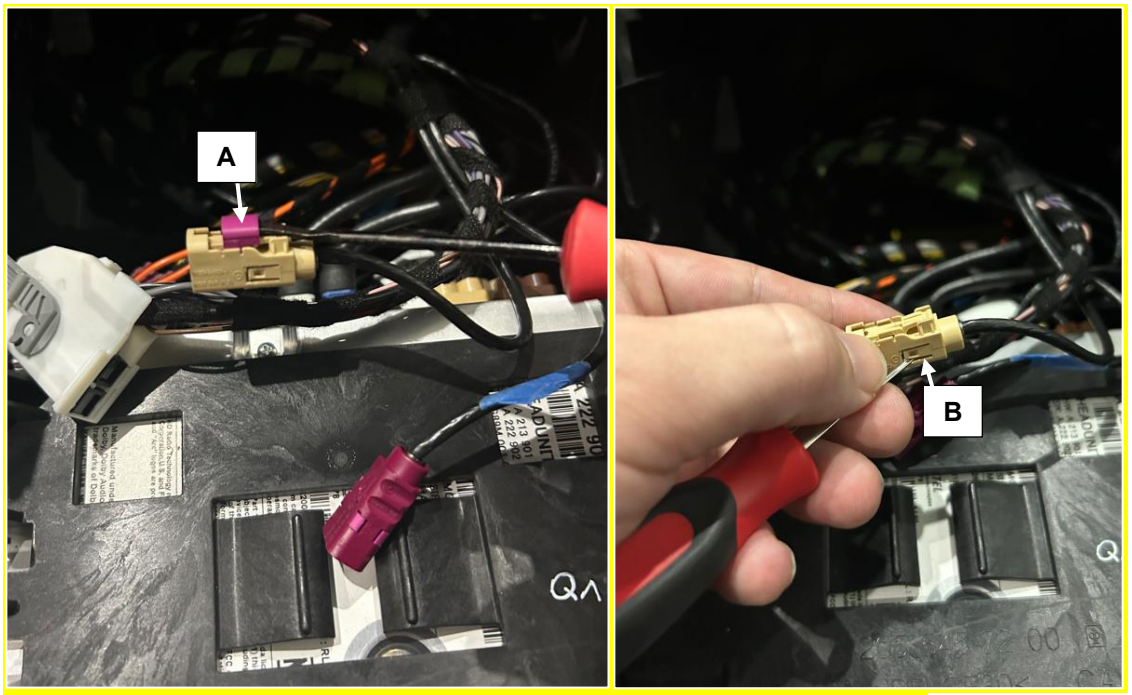

Figure 14 – shown on 205 chassis with original GSM connector housings

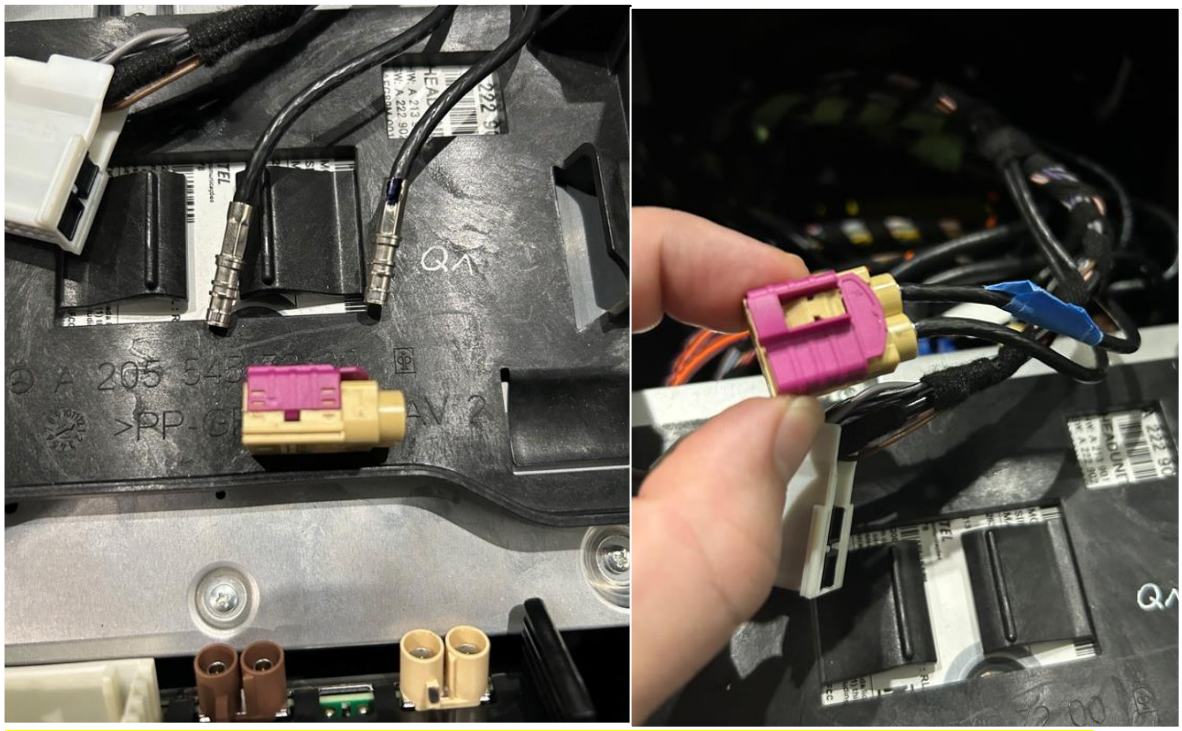

Figure 15 – shown on 205 chassis with new GSM connector housing (A 029 545 95 26)

RETROFIT INSTALLATION ELECTRICAL CONNECTOR REFERENCE:

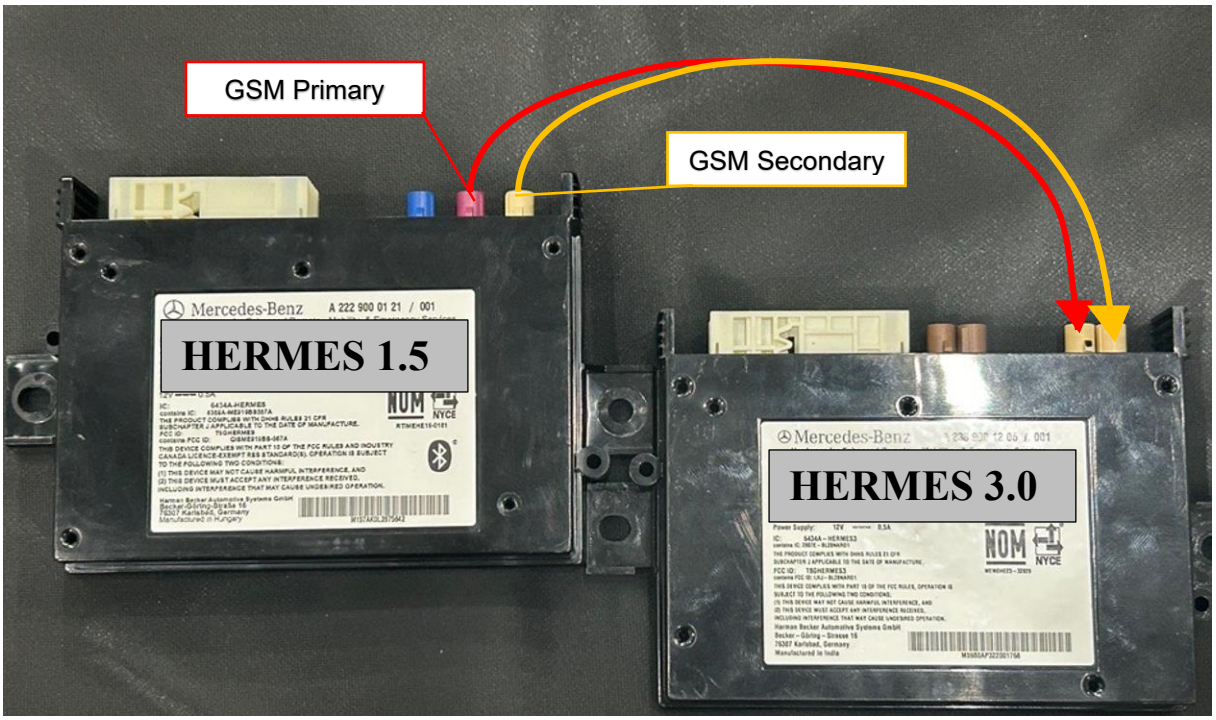

Figure 16 – Electrical connector reference for HERMES 1.5 → HERMES 3.0

3. Install components in reverse order.

4. Carry out **commissioning of HERMES control unit (N112/9)** with diagnostic system.
   To do this, select menu item “Quick test view → N112/9 'Telematics services' (HERMES) communication module → Adaptations → Control unit initial startup → Initial startup of already installed control unit”.

NOTE: If the error “**VP_NO_FITTING_FLASHWARE**” occurs during Commissioning, select “Continue” in XENTRY Diagnosis and continue with Commissioning following the XENTRY guided process.

5. Continue with **Work Procedure 4** (function testing HERMES control unit (N112/9) with diagnostic system).

Work Procedure 3b

1. Replace **HERMES control unit (N112/9)**.
   i For basic information, see:

Model 205:	AR82.95-P-0019LW AR82.95-P-0019LWM
Models 213, 238:	AR82.95-P-0019LWE
Model 253:	AR82.95-P-0019LWX AR82.95-P-0019LWG
Models 257, 290:	AR82.95-P-0019FR
Models 118, 177:	AR82.95-P-0019MFA
Model 117:	AR82.95-P-0019NKC

Model 156:	AR82.95-P-0019NKA
Models 166, 292:	AR82.95-P-0019GQB
Model 167:	AR82.95-P-0019ME
Model 172:	AR82.95-P-0019WM
Models 217, 222:	AR82.95-P-0019LF
Model 247:	AR82.95-P-0019MFB
Model 463:	AR82.95-P-0019GW AR82.95-P-0019XG

2. Carry out **commissioning of HERMES control unit (N112/9)** with diagnostic system.
   i To do this, select menu item “Quick test view → N112/9 'Telematics services' (HERMES) communication module → Adaptations → Commissioning → Control unit replacement and commissioning of new control unit”.
   i Then follow the user guidance in XENTRY Diagnosis.

NOTE: If the error “**VP_NO_FITTING_FLASHWARE**” occurs during Commissioning, select “Continue” in XENTRY Diagnosis and continue with Commissioning following the guided process.
If the error persists after 3 attempts and does not “Continue”, open an **XSS ticket** with printouts from the flash attempt.

3. Continue with **Work Procedure 4** (function testing HERMES control unit (N112/9) with diagnostic system).

Work Procedure 4

1. Carry out **function test of HERMES control unit (N112/9)** with diagnostic system.
   i To do this, select menu item “Quick test view → N112/9 'telematics services' (HERMES) communication module → Actuations → Self-test”.
   i Then follow the user guidance in XENTRY Diagnosis.
   i The result of the HERMES control unit (N112/9) **Self-test** must be **Successful**.

2. Verify HERMES control unit **GPS data** with diagnostic system.
   i To do this, select menu item “Quick test view → N112/9 'telematics services' (HERMES) communication module → Actual Values → GPS data”.
   i Then follow the user guidance in XENTRY Diagnosis.
   i The vehicle may need to be taken outside for clear overhead to receive GPS signal

3. Disconnect XENTRY Diagnosis.

Warranty Information

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

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 973 19	**02-4762***	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	12-1906	Check data of SIM card in HERMES control unit (with XENTRY Diagnosis connected)	0.1
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) **Models 117, 118, 156, 172, 177, 247** **Model 205 (family 65)** with model codes 17, 49, 75, 80 **Model 205 (family 66)** with model codes 17, 49 **Model 205 (family 69)** with model codes 81, 83, 85 **Model 222** with model codes 10, 20, 30, 40, 56-59, 61, 62, 65, 67-69, 70, 80 **Model 463 (family 76)** with model codes 10, 20, 30, 40, 89, 90	0.2
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) **Models 166, 167, 213, 238, 253, 257, 290, 292** **Model 205 (family 65)** with model codes 11-16, 18, 19, 21-25, 27, 30, 41-48, 50, 60, 71-74, 76-78 **Model 205 (family 66)** with model codes 11-13, 15, 19, 21-25, 27, 30, 41-48, 50, 60, 81-83 **Model 205 (family 69)** with model codes 10, 20, 30, 50, 60, 70, 82, 84, 86 **Model 217** with model codes 20, 40, 81, 82, 85, 86, 88 **Model 222** with model codes 52, 53, 54, 55, 63, 64	0.2
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) **Model 217** with model codes 70, 83, 84, 87, 89, 90 **Model 463 (family 77)**	0.3
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) **Model 463 (family 76)** with model codes 50, 60, 70, 83-86	0.3
	12-2006	Addition: Disconnect/connect ground line of on-board electrical system battery in the case of a communication failure in VEH with refrigerator box/through-load ski bag. **Models 217, 222**	0.1
	12-2007	Addition: Disconnect/connect ground line of on-board electrical system battery in the case of a communication failure in VEH with rear battery **Models 253, 293**	0.1
	12-1907	Update data of SIM card in HERMES control unit (OTA update) (after check) **Includes**: Carry out commissioning.	0.3
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 117** with model codes 10, 20, 40, 50, 81	0.6
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 117** with model codes 60, 70, 85 **Model 156, 172** **Model 205 (family 65)** with model codes 17, 27, 47, 49, 66, 75 **Model 217** with model codes 70, 83, 84, 87, 89, 90	0.3

54 973 19	**12-1908**	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Models 118, 177, 213, 238** **Model 166** with model codes 10, 30, 50, 70, 81, 83, 85, 90	0.5
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 166** with model codes 20, 40, 60, 82, 84	1.0
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 167**	1.3
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 463 (family 77)**	0.7
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 205 (family 65)** with model codes 11-16, 18, 19, 21-25, 30, 41-46, 48, 50, 61-65, 71-74, 76-78, 80	0.2
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 205 (family 66), 222** **Model 205 (family 69)** with model codes 10, 20, 30, 81, 83, 85 **Model 217** with model codes 20, 40, 81, 82, 85, 86, 88 **Model 463 (family 76)**	0.3
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 205 (family 69)** with model codes 50, 60, 70, 82, 84, 86	0.8
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 247 (families 88 and 91)**	3.1
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 247 (family 92)**	3.2
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 253**	1.1
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Models 257, 290**	0.4

* *Invoice operation item only once for each workshop Repair Order (RO).*

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.*