

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

## Safety Recall Launch Notification

February 27, 2026

Campaign #	NHTSA ID	Description	<b>Update Communication Module SIM Card Software – Wave 7</b>
2023110006	22V365	23P5497319	

### Campaign Details

<b>Total Recall Population</b>	20,136 (Wave 1-6) + <b>3,563 (Wave 7)</b> = 23,699	<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>	Wave 1 – 2,000 VINs were “OPEN” on May 3, 2024. Wave 2 – 3,149 VINs were “OPEN” on July 12, 2024. Wave 3 – 6,905 VINs were “OPEN” on Sep 13, 2024. Wave 4 – 1,000 VINs were “OPEN” on March 28, 2025. Wave 5 – 247 VINs were “OPEN” on Sep 12, 2025. Wave 6 – 6,836 VINs were “OPEN” on Sep 19, 2025. <b>Wave 7 – 3,563 affected VINs will be flagged in VMI as “OPEN” on Friday, February 27, 2026.</b> 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 mailed on May 17, 2024. Wave 2 mailed on July 29, 2024. Wave 3 mailed on September 27, 2024. Wave 4 mailed on April 4, 2025. Wave 5 mailed on September 26, 2025. Wave 6 mailed on October 3, 2025. <b>Wave 7 will be mailed on March 13, 2026.</b> 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.

