

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification Update Communication Module SIM Card Software – Wave 3 MY19-22 Various Models	DATE: September 13, 2024

IMPORTANT RECALL CAMPAIGN UPDATE

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

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification

September 13, 2024

Campaign No. :

NHTSA ID

Campaign Desc. :

**Update Communication Module
SIM Card Software - Wave 3**

2023110006

22V365

23P5497319

This is to notify you of the **Recall Campaign Launch** to update the communication module SIM card software in **12,054** Model Year ("MY") 2019-2022 A-class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GLE/GLS, AMG GT 4-door, and S-Class vehicles (177, 205, 118, 257, 213, 238, 463, 247, 253, 167, 290, 217, 222 platform). The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. **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 will be flagged as "OPEN" on **September 13, 2024**.

Background

Issue
Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019-2022 models mentioned above, 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.

Parts
The remedy is available and can be performed.

Vehicles Affected

Vehicle Model Year(s) 2019-2022
Vehicle Model A-class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GLE/GLS, AMG GT 4-door, and S-Class

Vehicle Populations

Total Recall Population 2,000 (Wave 1) + 3,149 (Wave 2) + 6,905 (Wave 3)
Total Vehicles in 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. Once the remedy is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which 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.

Next Steps/Notes

Customer Notification Timeline 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 will be mailed on approximately September 27, 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.
Customer Reimbursement Customer reimbursement is being offered for this campaign.

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 Assistance Center at 1-800-FOR-MERCEDES.



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023110006, July 2024

Revision A: 9/13/2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2019 – 2022

SIM Card Communication Module – Wave 3

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019-2022 A-class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GLE/GLS, AMG GT 4-door, and S-Class vehicles (177, 205, 118, 257, 213, 238, 463, 247, 253, 167, 290, 217, 222 platform), 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. An authorized Mercedes-Benz dealer will update the communication module SIM card software and replace the communication module, if necessary, in affected vehicles.

Prior to performing this Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns and perform accordingly.
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 12,054 vehicles are affected.

Order No. P-RC-2023110006

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

SIM Card Communication Module – Wave 3

Modification note:

- Added note to Work Procedure 3 for Commissioning HERMES 3.0

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

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
Model 167:	AR54.10-P-0003ME
Models 217, 222:	AR54.10-P-0003LF
Model 463:	AR54.10-P-0003PV AR54.10-P-0003XG

XENTRY Diagnosis
 Logged in: Mercedes-Benz

> Diagnosis > N112/9 - Control unit for telematics services (HERMES) 12.0V Ignition ON

Version | Error codes / Events | **Actual values** | Actuators | Adaptations | Control unit log | List of fault codes | Tests | Author data

Selection

- Power supply / Environmental data
- Buttons
- Wheel positions
- GPS data
- Cellular telephone system and data communications
- Activation status**
- Telematics services
- >>> Entwicklungsdaten

Activation status

No.	Name	Actual value	Specified value
<input type="checkbox"/> 638	VIN stored in control unit		
<input type="checkbox"/> 985	EUICC	12345678901234 56789012345678 9012	Authorization certificate VALID
<input type="checkbox"/> 819	ICCID	FFFFFFFFFFFFFF	
<input type="checkbox"/> 638	IMEI	12345678901234 56	
<input type="checkbox"/> 072	IMSI	FFFFFFFFFFFFFF	
<input type="checkbox"/> 004	TELNR	12345678901234 5	

Information

Figure 1

- If XENTRY Diagnosis **does not** display "FFFFFFFFFFFFFF" for both actual values (field with column names "ICCID" and "IMSI"): Carry out **Work Procedures 1, 2, 3** (dependent on results of Work Procedure 2), **and 4**.
- If XENTRY Diagnosis displays "FFFFFFFFFFFFFF" for both actual values (field with column names "ICCID" and "IMSI"): Carry out only **Work Procedures 3 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 current actual value of the "Reception field strength Cellular telephone system" **must be 80%** or above **(Figure 2)**.

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.

The screenshot shows the XENTRY Diagnosis interface for the N112/9 control unit. The 'Actual values' tab is selected, and the 'Cellular telephone system and data communications' module is chosen from the left-hand menu. The main display area shows a table of actual values for various parameters. The parameter 'Reception field strength Cellular telephone system' (ID 026) is highlighted with a red box, indicating its actual value is 80%.

No.	Name	Actual value	Specified value
<input type="checkbox"/> 175	Type of mobile telephone service	NO RECEPTION	
<input type="checkbox"/> 026	Reception field strength Cellular telephone system	80%	
<input type="checkbox"/> 254	SIM card		

Figure 2

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 (Figure 3).

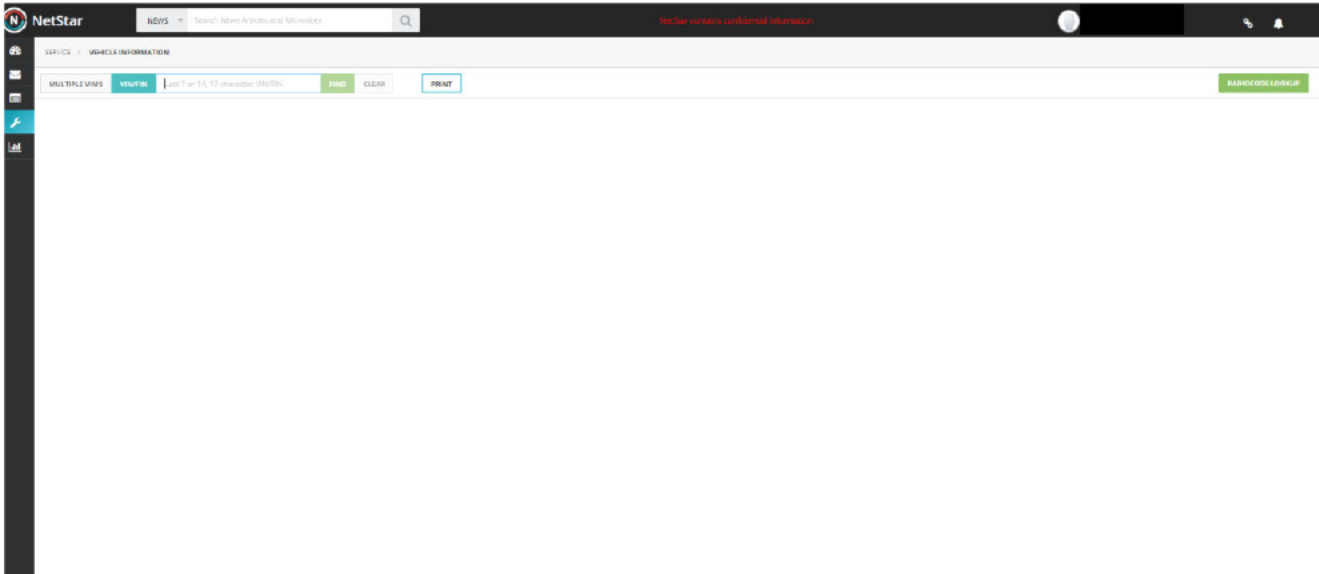


Figure 3

2. Search for the vehicle identification number (VIN) (Figure 4).

i 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.

 This screenshot shows the NetStar VMI screen with search results. On the left, there is a vehicle information card for a 2019 UAT/AD-410 KA-4K2 36. The main area displays a table of campaigns. The table has columns for Campaign Number, Brief Description, Start Date, Status, Campaign Type, and Actions. The campaign 2023110006 is highlighted in pink, and its "OTA Update" link in the Actions column is circled in red.

Campaign Number	Brief Description	Start Date	Status	Campaign Type	Actions
2019120007	YS3KRAF/CD	12/19/2019	CLOSED	RECALL	Campaign Details
2020020011	USVSLIMIT	2/13/2020	CLOSED	SERVICE	Campaign Details
2020030012	YS3FLAB/ID	4/9/2020	CLOSED	RECALL	Campaign Details
2020030013	YS3SCHLENK	4/15/2020	CLOSED	RECALL	Campaign Details
2020040019	YS3BAUTGP	5/18/2020	CLOSED	RECALL	Campaign Details
2020040023	YS3BRAD/VER	5/19/2020	CLOSED	RECALL	Campaign Details
2020090012	YS3ZKUSRS	9/11/2020	CLOSED	SERVICE	Campaign Details
2021020024	PDGHER/PODS	7/30/2021	CLOSED	RECALL	Campaign Details
2021030012	YS3ORT/UNK	3/17/2021	OPEN	SERVICE	Campaign Details OTA Update
2021050005	YS3BRE/CL	6/4/2021	OPEN	RECALL	Campaign Details OTA Update
2022010006	YS3PA2/EBI	1/26/2022	OPEN	RECALL	Campaign Details OTA Update

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).

i A pop-up window requesting an EID number for the OTA update will appear (Figure 5).

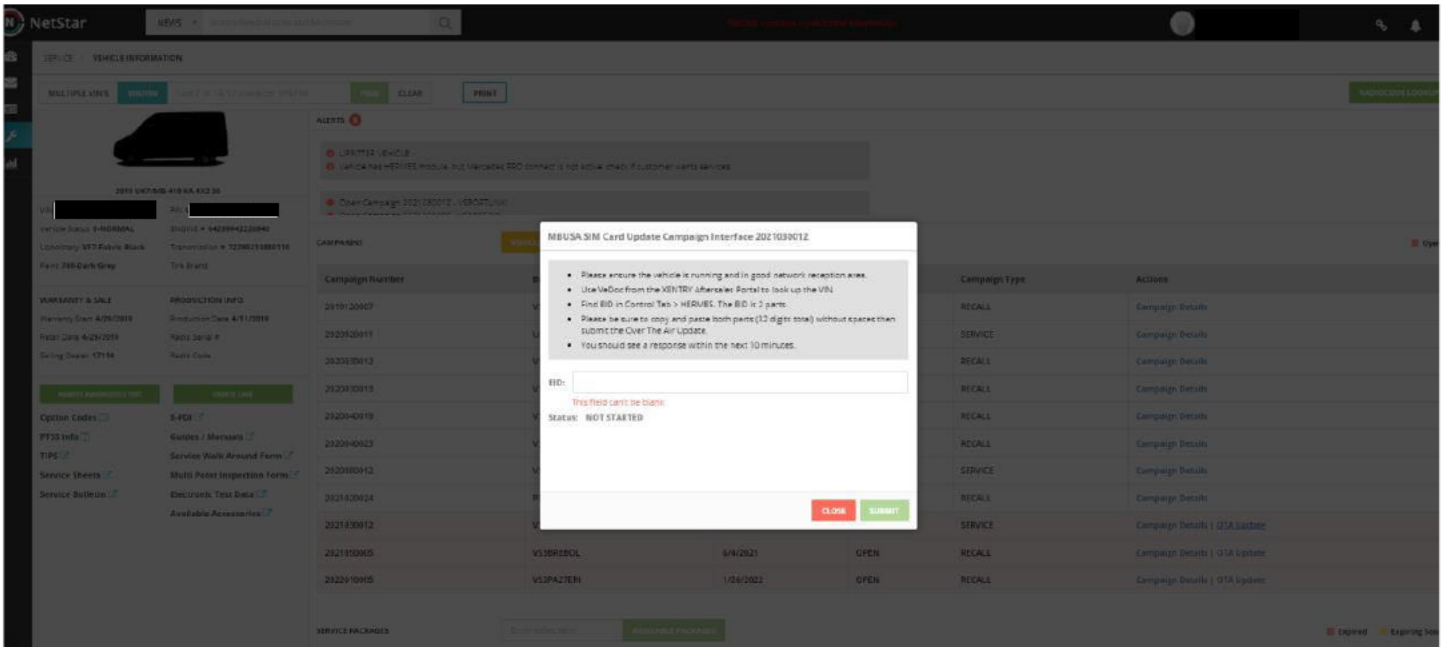


Figure 5

4. Look up the valid EID number for the vehicle in "Vehicle Documentation" (VeDoc).

i To do this, enter the VIN, "Search", select "Control units", and click on "Hermes - control unit" (Figure 6).

VEHICLE DATA

Vehicle identification no. (FIN) WDC253

Vehicle identification no. (VIN) WDC00GT

Search [] [Search] [<] [>]

Identification Major assemblies Codes SAA numbers VPD and serial no. **Control units** Theft-relevant data Navigation FO texts History Sales data Certification Model plate Equipment Plant texts

+ Add control unit Filter Reset sorting

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object #	Cal ID CVN	Flash	SCN	Servic	Serial number
Hermes - Controlunit	VPD PAR	HERMES	HERMES			167 901 85 02		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1679004912000
ring Master	VPD PAR	HLI_FL247	LR			247 901 83 02		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2479018402000
LWR-S Leadtwellenregulierung Slave	VPD PAR	HLI_FR247	LRR			247 901 84 02		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2479016302000
HU Head Unit	HEAD UNIT	HU6	HU			253 901 77 01		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HBM267K75850
KLA-V Klimabedieneinheit vorne		HVAC222	KLA			000 901 96 06	FOE76009	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3030303030303
KI Kombiinstrument		KI213	KI			206 901 00 21		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2069010021009
RDU-S5 RDU-Sensor 5		BMRR177_R1	BSMR1			000 901 03 08		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0009010308000

CERTIFICATE CHAINS

- Secure onboard communication certificate chain
- Electronic drive line management certificate chain
- Electronic drive line management public key

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

+ Add software

Object number	ZGS	SCN	Factory SCN	Alias	Designation	Identification/serial number
000 902 02 44		247902	247902	EID1	Embedded UICC-ID Part 1	890330242081008625000000
000 902 31 33				EID2	Embedded UICC-ID Part 2	60027456

Figure 6

5. Enter the valid EID number and click on "Submit" (Figure 7).

i To do this, enter the **EID1 + EID2** numbers from VeDoc without spaces or special characters as shown. (e.g.: 89033024208100862500000069027456 – EXAMPLE ONLY).

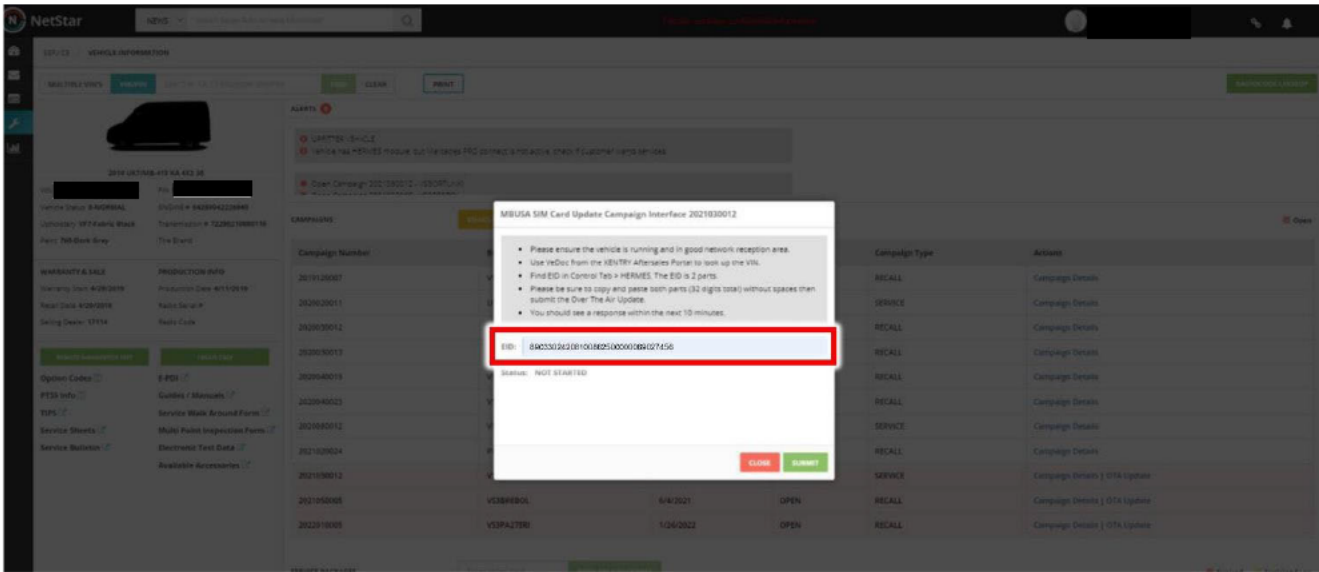


Figure 7 – EID1 + EID2 input

i 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).

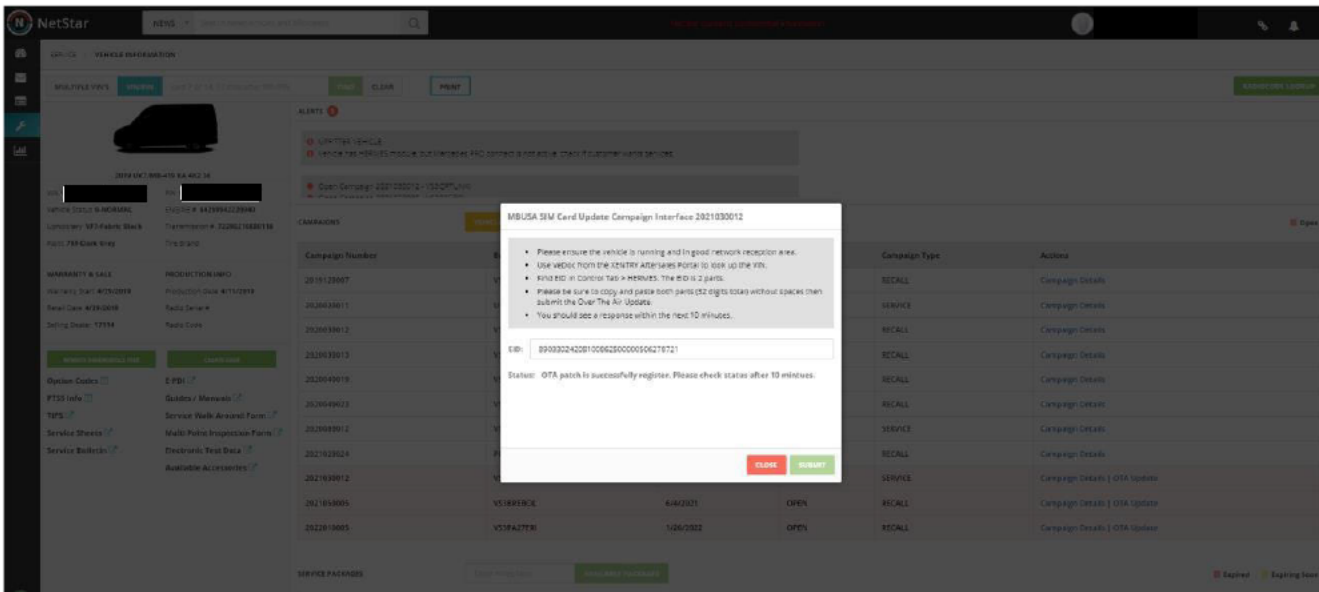


Figure 8 (screen on "NetStar" after the OTA update has been registered successfully)
 Status: OTA patch is successfully registered. Please check status after 10 minutes

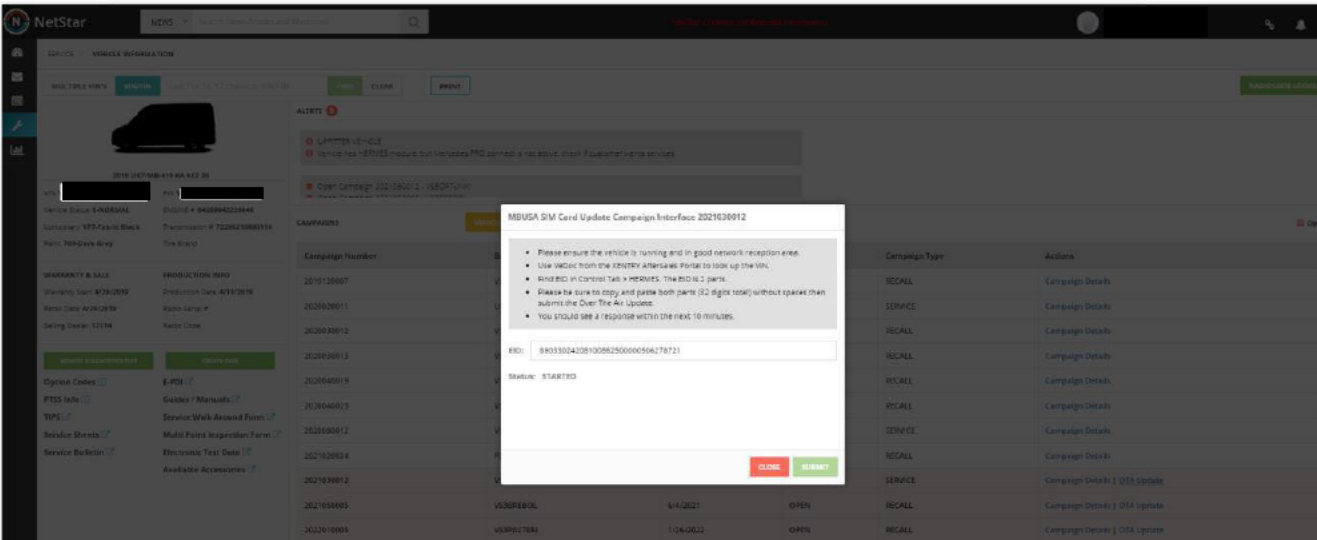


Figure 9 (screen on "NetStar" if "OTA update" is clicked again during the OTA update process)
 Status: Started

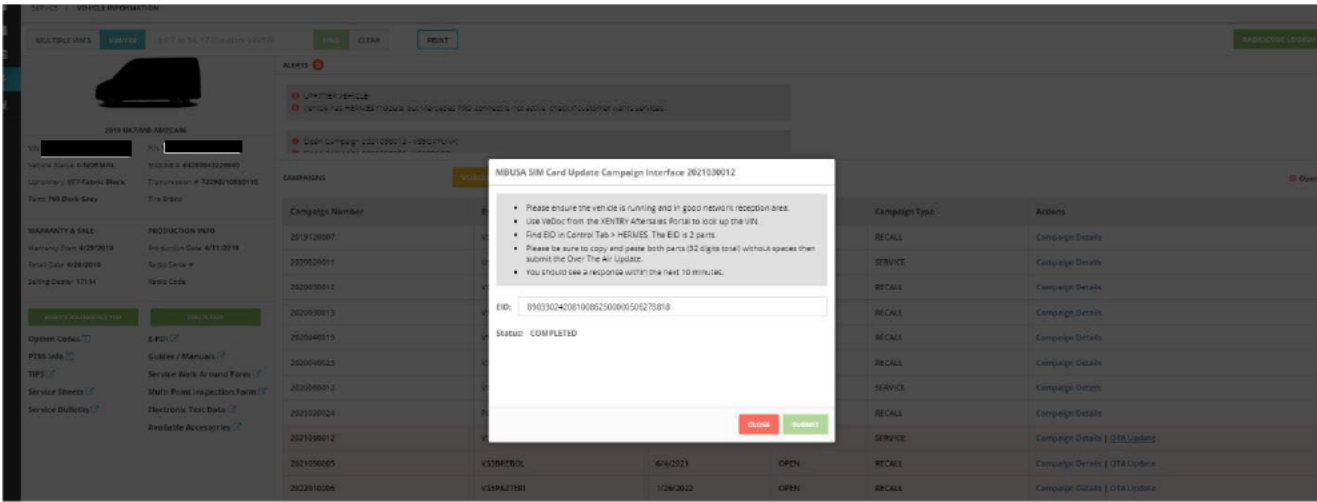


Figure 10 (screen on "NetStar" if the OTA update was successful)
 Status: Completed

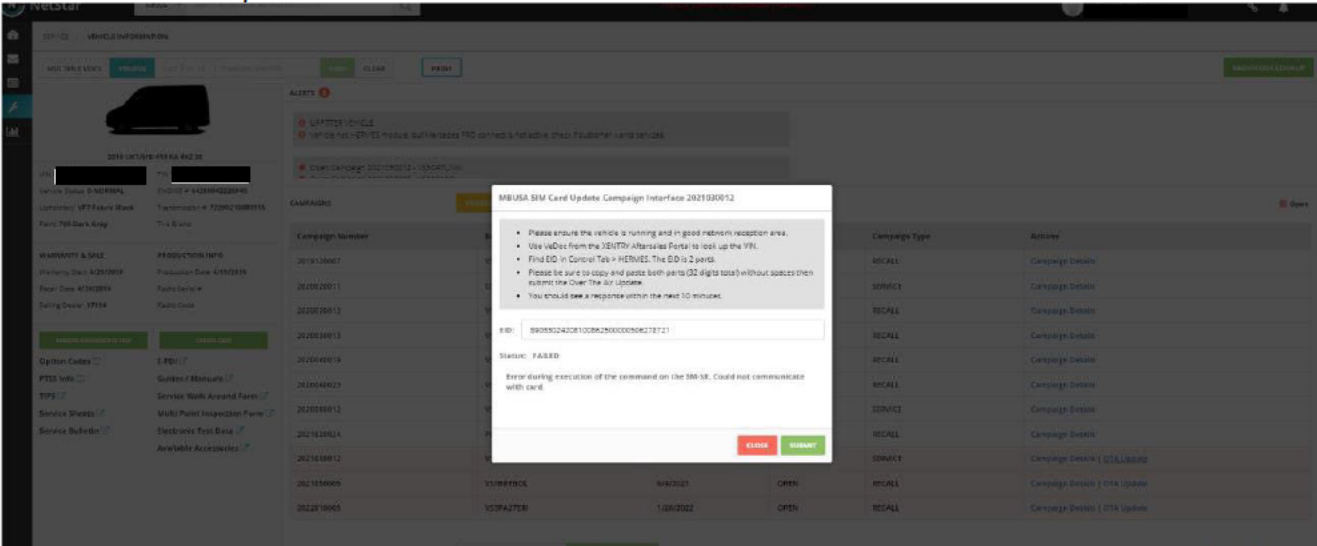


Figure 11 (screen on "NetStar" if the OTA update was not successful)
 Status: Failed – Error during execution of the command on the SM-SR. Could not communicate with card.

The screenshot shows a vehicle information page with a modal window titled "MBUSA SIM Card Update Campaign Interface 202109005". The modal contains the following text:

- Please ensure the vehicle is running and in good network reception area.
- Use YADU from the XLT/RY after-sales Portal to lock up the VIN.
- Find EID in Control Tab > HERMES. The EID is 2 parts.
- Please be sure to copy and paste both parts (32 digits total) without spaces then submit the Over The Air Update.
- You should see a response within the next 10 minutes.

EID: 86415031000094337100000100001

Status: FAILED

The EIS identified by this EID #86415031000094337100000100001 is unknown to the function provider.

You exceed the OTA submit limit. Please follow next step in the Work Instruction.

Buttons: CLOSE, SUBMIT

The background interface shows a table of campaigns with columns for Campaign Number, Campaign Type, and Actions. The table lists several campaigns, including one with Campaign Number 202109005 and Campaign Type SERVICE.

Figure 12 (screen on "NetStar" if three 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*

- If the data of the SIM card in the HERMES control unit (N112/9) is *not* updated OTA successfully after approx. 7 minutes: Carry out **Work Procedures 3 and 4**.
- If the data of the SIM card in the HERMES control unit (N112/9) is updated OTA successfully: Carry out only **Work Procedure 4**.

Work Procedure 3

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 167:	AR82.95-P-0019ME
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 this error persists (attempt 3 times), please open a **Xentry Diagnosis XSF ticket** with a Quick Test and ID1 Support Package with Eventlogs from the flash attempt.

3. Continue with **Work Procedure 4** (function test of 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 → Actuators → Self-test".

i Then follow the user guidance in XENTRY Diagnosis.

i The result of the function test of the HERMES control unit (N112/9) with the diagnostic system must be **Successful**.

2. Disconnect XENTRY Diagnosis.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	HERMES Control Unit v3.0 (N112/9)	A 238 900 12 05

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.

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 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 118, 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 167, 213, 238, 253, 257, 290 Model 222 (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

54 973 19	12-1908	Replace HERMES control unit (after check) Includes: Carry out commissioning. 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
	12-1908	Replace HERMES control unit (after check) Includes: Carry out commissioning. Models 118, 177, 213, 238	0.5
	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 items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

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.