

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification Update Communication Module SIM Card Software MY17-22 Various Models	DATE: June 24, 2022

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

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification

June 24, 2022

Campaign No. :

NHTSA ID

Campaign Desc. :

**Update Communication Module
SIM Card Software**

2022060005

22V365

22P5498816

This is to notify you of the **Recall Campaign Launch** to update the communication module SIM card software in **234,918** Model Year (“MY”) 2017-2022 CLA-Class, GLA-Class, GLE-/GLS-Class, SLC-Class, A-Class, AMG GT-Class, C-Class, E-Class, S-Class, SL-Class, , GLC-Class, CLS-Class , AMG GT 4-doors Coupe, GLE-Class Coupe, GLB-Class G-Class vehicles (117, 118, 156, 166, 167, 172, 177, 190, 205, 213, 217, 222, 223, 231, 238, 247, 253, 257, 290, 292, 293, , 463 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on **June 24, 2022**.

Background

Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2017-2022 on the 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 might increase the risk of an injury following an emergency event.
What We're Doing	MBUSA will conduct a voluntary recall. The supplier of the SIM card will update the SIM software of the communication modules on the affected vehicles. This update is planned to be performed over-the-air (“OTA”). NO ACTION is needed by Dealers.
Parts	Parts are not required for repair. The recall remedy is available as an OTA so NO ACTION is needed.

Vehicles Affected

Vehicle Model Year(s)	2017-2022
Vehicle Model	CLA-Class, GLA-Class, GLE-/GLS-Class, SLC-Class, A-Class, AMG GT-Class, C-Class, E-Class, S-Class, SL-Class, , GLC-Class, CLS-Class , AMG GT 4-doors Coupe, GLE-Class Coupe, GLB-Class G-Class

Vehicle Populations

Total Recall Population	234,918
Total Vehicles in Dealer Inventory	149

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17-22 on the models mentioned above 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 Star TekInfo. 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 MY17-22 on the models mentioned above vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline	Customer letters will be mailed on July 8, 2022.
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, 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 FAQ and concerns

No Service Action is required by the Dealer for this Campaign

Over-the-Air (“OTA”) are software updates that are performed remotely and do not require a dealer visit. Customers can continue to drive their vehicles. If the vehicle has not been driven within four weeks or more, we suggest that the ignition be cycled at least once to initialize the process. Sufficient battery charge may be required for the software update to be initialized.

Helpful information for you and your customers on how to check for successful update!

Vehicles that have successfully completed OTA updates will be closed in VMI. This process will occur weekly beginning 6/24/2022. In addition, a VIN-based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall or go to <https://www.safercar.gov>.

FAQs:

1. Will customer receive any alert or notification on Mercedes-Me app?

No, customer will not receive any warning when/before issue occurred.

2. How customer can check if Over-the-Air (“OTA”) is completed?

A VIN-based recall lookup tool on our MBUSA.com and NHTSA/Recalls website offers a search feature that will indicate whether vehicle has had the free remedy performed. See www.mbusa.com/recall or go to <https://www.safercar.gov>.



3. Will customer receive a notification about safety recall in the mail?

Yes. Customer letters will be mailed on July 8, 2022.

4. Will customer be able to drive vehicle before update is being performed?

Customers can continue to drive their vehicles. If the vehicle has not been driven within four weeks or more, we suggest that the ignition be cycled at least once to initialize the process. Sufficient battery charge may be required for the software update to be initialized.

5. How long it could take for OTA updated to be performed?

Over-the-Air (“OTA”) are software updates that are performed remotely and do not require a dealer visit. OTA process for this recall will start on June 24, 2022 and could take up to 8 weeks to be completed for all affected vehicles.

6. What if the recall still show open after OTA has been completed for all affected vehicles?

If the over-the-air update cannot be successfully completed, the customer will be notified via a follow up letter and advised to visit an authorized dealer to have the remedy completed.

