

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 Initial Notification Update SIM Card Software of the Communication Module MY17-22 Various Models	DATE: May 27, 2022

IMPORTANT RECALL CAMPAIGN INFORMATION

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Update SIM Card Software of the Communication Module
TBA	22V365	22P2197528	
<p>This is to notify you of a new Recall Campaign to update the SIM card software of the communication module in 234,862 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 “PENDING” on May 27, 2022.</p>			
Background			
Issue	<p>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, the manual as well as the automatic eCall function 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.</p>		
What We're Doing	<p>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”). If the over-the-air update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed.</p>		
Parts	<p>Remedy is not available at this time. An additional notification will be sent once the remedy is available.</p>		
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	234,862		
Total Vehicles in Dealer Inventory	214		
<p>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.</p>			
<p>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)</p> <p>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.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed after the remedy becomes available.		
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 authorized MBUSA dealer.		
<p>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.</p>			

