

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Replace eCall Communication Module

NHTSA Recall #22V360

May, 2024

WD3PE7CC0A123456

Jin Kim

8490 Palmetto Commerce Pkwy

Ladson, SC 29456

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz Metris Dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Metris Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG, the manufacturer of Mercedes-Benz Metris vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019-2021 Mercedes-Benz Metris vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**



What is the issue?

On certain Metris vehicles, due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card might become disabled and prevent a connection with a mobile phone network. In this case, the eCall function would not be available, which could preclude or delay the arrival of emergency responders. This might increase the consequences of an injury following an emergency event.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Metris dealership will replace the eCall communication module.

This could take approximately 2 hours. This service will be provided **free of charge**. You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.



Steps to take.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Metris dealer at your earliest convenience. To locate the nearest Mercedes-Benz Metris dealer, Scan the QR code located on the left, visit <https://www.mbvans.com/en/dealers>, or you may also call 1-800 FOR-MERCEDES (1-800-367-6372).



Please mention you are scheduling an appointment to replace eCall communication module under **Recall Campaign #2024010014**.

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz Metris dealer. Please see the following page for more information.

A VIN-based recall lookup tool on our 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. Please visit www.mbvans.com/en/recall-information. Should you have any questions, please contact your authorized Mercedes-Benz Metris dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,
Mercedes-Benz USA

Mercedes-Benz USA, LLC

A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600



Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

