

Mercedes-Benz Part 573 Submission

Amendment Submitted to Portal November 19, 2024

Chronology-Only section

**Chronology of Defect/Noncompliance Determination Supplement for ODI 22-00855-27925-20**

In February 2020, MBAG received a first isolated field complaint (outside US) regarding a disabled SIM card, in which the customer experienced issues with the Mercedes Me Connect functions. With the receipt of additional field complaints in the following months an investigation was launched together with the supplier of the communication module. In September 2020, the sub supplier of the SIM card was able to confirm that a triggered security mechanism was the root cause of the disabled SIM cards. Following this, the investigation focused on identifying what triggered the security mechanism. From May 2021, the SIM Card supplier focused on SIM cards for North America with a specific SIM software and performed extensive tests. In September 2021, the supplier was able to narrow down the root cause to the behavior of a specific SIM software based on tests and field data. In the following month, the root cause was confirmed and an extensive analysis regarding potential effects was initiated and performed until February 2022. In March 2022, MBAG identified potentially affected vehicles with the affected SIM software.

On May 13, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

In the middle of June 2022, MBAG received an updated list of potentially affected SIM cards from the supplier and therefore reviewed the potentially affected vehicles. This analysis concluded that 56 additional vehicles in the U.S. have to be considered as potentially affected and have been included in the recall accordingly.

MBAG is currently aware of 191 field reports in the US that are related to this issue that were received from May 6, 2020 to May 16, 2022.

MBAG has not received any reports of crashes, injuries, or property damage, associated with this issue.

**Chronology Amendment 1:**

On November 19, 2024 this amendment updates and clarifies the overall recall population, adding 7,804 vehicles. While the parameters of the initial recall population were determined correctly, the number of in-use vehicles was understated in the initial Part 573 report. The owners of 7,804 in-use vehicles did not receive an official Part 577 notification letter due to an inadvertent data processing error. However, all of these vehicles and their recall status were properly included in all Mercedes-Benz dealer systems, as well as the MBUSA recall website and the NHTSA recall website beginning on May 27, 2022. As of November 14, 2024 at least 7,400 of these 7,804 vehicles have received the remedy repair.

There have been no reported crashes, injuries, fatalities, or property damage caused by this defect in the US.