



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 22, 2019

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC.
13470 International Parkway
Jacksonville, FL 32218

NEF-150JK
19V-787

Subject: Inaccurate Vehicle Location for Emergency Services

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES BENZ/AMG GT/2017
MERCEDES BENZ/AMG GT S/2016-2017
MERCEDES BENZ/B-CLASS ELECTRIC/2014-2015
MERCEDES BENZ/B250E/2016
MERCEDES BENZ/C250/2013-2015
MERCEDES BENZ/C300/2013-2017
MERCEDES BENZ/C350/2013-2015
MERCEDES BENZ/C350E/2016
MERCEDES BENZ/C400/2015
MERCEDES BENZ/C450/2016
MERCEDES BENZ/C63 AMG/2013-2016
MERCEDES BENZ/C63S AMG/2015-2017
MERCEDES BENZ/CLS400/2015-2016
MERCEDES BENZ/CLS550/2013-2016
MERCEDES BENZ/CLS63/2013-2014
MERCEDES BENZ/CLS63S/2014-2016
MERCEDES BENZ/E250/2014-2016
MERCEDES BENZ/E350/2013
MERCEDES BENZ/E400/2015-2016
MERCEDES BENZ/E400 HYBRID/2013-2015
MERCEDES BENZ/E550/2013-2016
MERCEDES BENZ/E63/2013-2016
MERCEDES BENZ/E63S AMG/2013-2015
MERCEDES BENZ/G550/2013-2016
MERCEDES BENZ/G63/2013-2016
MERCEDES BENZ/G65/2016
MERCEDES BENZ/GL350/2013-2016
MERCEDES BENZ/GL450/2013-2016
MERCEDES BENZ/GL550/2013-2016
MERCEDES BENZ/GL63/2013-2016
MERCEDES BENZ/GLA250/2015-2016

MERCEDES BENZ/GLC300/2016
MERCEDES BENZ/GLE350/2016
MERCEDES BENZ/GLE400/2016
MERCEDES BENZ/GLE450/2016
MERCEDES BENZ/GLE550E/2016
MERCEDES BENZ/GLE63/2016
MERCEDES BENZ/GLE63S/2016
MERCEDES BENZ/GLK250/2013-2015
MERCEDES BENZ/GLK350/2013-2015
MERCEDES BENZ/GLS450/2017
MERCEDES BENZ/GLS550/2017
MERCEDES BENZ/GLS63/2017
MERCEDES BENZ/ML250/2015
MERCEDES BENZ/ML350/2013-2015
MERCEDES BENZ/ML400/2015
MERCEDES BENZ/ML550/2013-2014
MERCEDES BENZ/ML63/2013-2015
MERCEDES BENZ/S550/2014-2017
MERCEDES BENZ/S600/2015-2016
MERCEDES BENZ/S63/2014-2017
MERCEDES BENZ/S65 AMG/2015-2016
MERCEDES BENZ/SL400/2015-2016
MERCEDES BENZ/SL550/2013-2016
MERCEDES BENZ/SL63/2013-2015
MERCEDES BENZ/SL63 AMG/2016
MERCEDES BENZ/SL65/2013-2015
MERCEDES BENZ/SLK250/2013-2015
MERCEDES BENZ/SLK300/2016
MERCEDES BENZ/SLK350/2013-2016
MERCEDES BENZ/SLK55/2014
MERCEDES BENZ/SLK55 AMG/2013, 2015-2016
MERCEDES-BENZ/CLA250/2014-2016
MERCEDES-BENZ/CLA45 AMG/2014-2016
MERCEDES-BENZ/E350/2014-2016
MERCEDES-BENZ/GLA45/2015-2016
MERCEDES-BENZ/GLE300D/2016
MERCEDES-BENZ/S550 4MATIC/2015-2016
MERCEDES-BENZ/S550 HYBRID/2015

Mfr's Report Date: November 1, 2019

NHTSA Campaign Number: 19V-787

Components:

COMMUNICATION

Potential Number of Units Affected: 24,226

Problem Description:

Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2013-2017 vehicles due to a software fault that may cause the date and time for the emergency call system (eCall) to differ from the actual date and time, potentially relaying an inaccurate vehicle location. For a full list of the affected models visit: <https://static.nhtsa.gov/odi/rcl/2019/RMISC-19V787-4620.pdf>

Consequence:

An inaccurate vehicle location may delay emergency responders, increasing the risk of injury.

Remedy:

MBUSA has initiated an Over the Air (OTA) remote update. MBUSA will also notify owners, and dealers will check the software for a successful OTA update or update the communication module software, as needed, free of charge. The recall is expected to begin December 31, 2019. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement