

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 eCall Hardware not Working MY20 205, 213, 238, 253, 257, 290(C-Class, CLS-Class, E-Class, GLC-Class, GT-Class)	DATE: April 2, 2020

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			April 2, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	eCall Hardware not Working
2020030016	20V068	20P5497601	
<p>This is to notify you of a new Recall Safety Campaign regarding the emergency call (eCall) hardware on 239 Model Year ("MY") 2020 C-Class, CLS-Class, E-Class, GLC-Class, and GT-Class (205, 213, 238, 253, 257, 290 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 April 2, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 C-class (205 platform), E-Class (213 platform), E-Class Coupe, (238 platform), GLC-Class (253 platform), CLS-Class (257 platform) and GT-Class (290 platform) vehicles, an electrical circuit in the communication module for the emergency call system (eCall) may be damaged. This could lead to an impairment of the communication module's GPS functionality. If the electrical circuit in the eCall communications module is damaged, the GPS based localization data may be incorrect or missing. Activation of the vehicle's emergency call feature would perform as intended, however, it is possible that emergency responders could be provided with incorrect GPS coordinates. This might increase the risk of an injury following an emergency event.</p>		
What We're Doing	<p>An authorized Mercedes-Benz dealer will replace the communication module on the affected vehicles.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	C-Class, CLS-Class, E-Class, GLC-Class, GT-Class		
Vehicle Populations			
Total Recall Population	239		
Total Vehicles in Dealer Inventory	43		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 C-Class, CLS-Class, E-Class, GLC-Class, or GT-Class 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 new MY20 C-Class, CLS-Class, E-Class, GLC-Class, GT-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week 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 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>			





Mercedes-Benz

Campaign No. 2020030016, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model various**
Model Year 2020
eCall Hardware not Working

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 C-class (205 platform), E-Class (213 platform), E-Class Coupe, (238 platform), GLC-Class (253 platform), CLS-Class (257 platform) and GT-Class (290 platform) vehicles, an electrical circuit in the communication module for the emergency call system (eCall) may be damaged. This could lead to an impairment of the communication module's GPS functionality. If the electrical circuit in the eCall communications module is damaged, the GPS based localization data may be incorrect or missing. Activation of the vehicle's emergency call feature would perform as intended, however, it is possible that emergency responders could be provided with incorrect GPS coordinates. This might increase the risk of an injury following an emergency event. An authorized Mercedes-Benz dealer will replace the communication module on the affected vehicles.

Prior to performing this Recall Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 239 vehicles are involved.

Order No. P-RC-2020030016

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

i Note:

- Use Xentry 09/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Work procedure

1. Replace control unit (N112/) for telematics services (HERMES).

i For remove and replace procedures, see model specific document:

- Model 205 **AR82.95-P-0019LWM**
- Model 213, 238 **AR82.95-P-0019LWE**
- Model 253 **AR82.95-P-0019LWX**
- Model 257, 290 **AR82.95-P-0019FR**

Primary Parts Information

Qty.	Part Name	Part Number
1	HERMES control unit	A 167 900 49 12

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Replace HERMES control unit (02-1505)

Damage Code	Operation Number	Model	Labor Time (hrs.)
54 976 01 7	02-5058*	all	0.1
	02-4762*	all	0.1
	02-1505	205	0.4
	02-1505	213, 238	0.8
	02-1505	253	0.9
	02-1505	257, 290	0.7

*Operation item may be invoiced only once for each work order.

i Note

Operation Number labor times are subject to change