



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 11, 2022

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

NEF-107JK
21V-00J

Subject: Disabled Emergency Call System

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/EQS450/2022
MERCEDES-BENZ/S500/2022
MERCEDES-BENZ/S580/2022

Mfr's Report Date: December 27, 2021

NHTSA Campaign Number: 21V-00J

Components:

COMMUNICATION: AUTO CRASH NOTIFICATION
ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 1,239

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2022 EQS450, S500, and S580 vehicles. The communication module software may restrict or disable the emergency call system (eCall).

Consequence:

A disabled eCall system would prevent a vehicle occupant from contacting emergency services through the call center in an emergency, potentially delaying emergency responders and increasing the risk of injury.

Remedy:

The communication module software will be updated by a dealer, or through an over-the-air (OTA) update, free of charge. Owner notification letters are expected to be mailed February 25, 2022. 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.nhtsa.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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight 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.

Mercedes-Benz USA, LLC's contact for this recall will be Jennifer Kruger who may be reached by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement