

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 Initial Notification Update Communication Module Software MY22 EQS-Class and S-Class (297, 223 platform)	DATE: January 4 th , 2022

IMPORTANT RECALL CAMPAIGN INFORMATION

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Update Communication Module Software
TBA	21V00J	21P2197464	
<p>This is to notify you of a new Recall Campaign to update communication module software in 1,239 Model Year (“MY”) 2022 EQS-Class and S-Class (297, 223 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 “PENDING” on January 4th, 2022.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022 S-Class (223 platform,) and EQS-Class (297 platform) vehicles, the communication module software might not meet current production specifications. The eCall function might be restricted or not be available at vehicle start-up. Therefore, customers might not be able to be connected to emergency assistance. In this case, emergency responders might not be directed to the vehicle in the event of an accident, which could increase the consequence of the accident for the vehicle occupants. When the issue occurs the customer might notice a warning message in the display or the non-availability of the Mercedes me connect services.</p>		
What We’re Doing	<p>MBUSA is conducting a voluntary recall. Either an authorized Mercedes-Benz dealer or an over-the-air (“OTA”) update will update the communication module software for the automatic emergency call system on the affected vehicles.</p>		
Parts	<p>Remedy is not available at this time. An additional notification will be sent once the remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2022		
Vehicle Model	EQS-Class and S-Class		
Vehicle Populations			
Total Recall Population	1,239		
Total Vehicles in Dealer Inventory	179		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY22 EQS-Class and S-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 MY22 EQS-Class and S-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed 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>			

