

**IMPORTANT SAFETY RECALL**  
**This notice applies to your vehicle, VIN: Insert VIN here**  
**Update Communication Module Software**  
**NHTSA Recall #21V00J**

February, 2022



- A remedy is available for your vehicle.
- Over-The-Air update may be performed.
- Dealer update may be performed if opt out requested
- This repair will be provided free of charge.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2022 S-Class and EQS-Class. Our records indicate that your vehicle is included in the affected population of vehicles.

***What is the CONCERN?***

On certain MY 2022 Mercedes-Benz vehicles listed above, the communication module software might not meet current production specifications whereby the eCall function might be restricted or not be available at vehicle start-up. Therefore, your vehicle might not be able to connect to emergency assistance. In this case, emergency responders might not be directed to your vehicle in the event of a crash, which could increase the consequence of any injury sustained in the crash for the vehicle occupants. When the issue occurs you might notice a warning message in the display or the non-availability of the Mercedes Me Connect services.

***What will your DEALER DO?***

An Over-The-Air ("OTA") activation will be initiated to update the communication module software for the eCall function on the affected vehicles with an active "Mercedes Me" subscription via the vehicle's existing mobile data link. However, your vehicle has been identified as not having an active "Mercedes Me" subscription. For vehicles without a "Mercedes Me" subscription service, the software update will also be performed OTA, unless you choose to opt-out of the OTA update. If you decide to opt-out, an authorized Mercedes-Benz dealer can update the communication module software, however additional repair time may be needed. Please see below for instructions on how to opt-out of the OTA service.

**This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. For those customers who opt-out of the OTA update, the minimum repair time can be less than **1 hour**, and your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of the normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. If you choose not to opt-out, a dealer visit is not needed.

***What should YOU DO?***



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

No action is necessary for Opting-In. For additional information, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers visit [www.MBUSA.com/recall](http://www.MBUSA.com/recall). Please mention you are asking about the over-the-air ("OTA") update on your vehicle under NHTSA Recall #21V00J.

**Opting out of OTA Update:** Customers who are not subscribed to the Mercedes Me service may opt-out of the OTA update by emailing [ota\\_optout@mbusa.com](mailto:ota_optout@mbusa.com) **with your VIN and a confirmation email will be sent once reviewed.** or by calling 1-800-FOR-MERCEdes. The opt-out period will start on February 18, 2022 and end on March 20, 2022. Once the opt-out period has closed on March 20, 2022, all customers who opt out may visit an authorized Mercedes-Benz dealer starting on March 25, 2022 to have their vehicle checked to confirm the latest software update. This check could take less than **1 hour**. You may check [mbusa.com/recall](http://mbusa.com/recall), [nhtsa.gov/recalls](http://nhtsa.gov/recalls) and may also contact us at 1-800-FOR-MERCEdes for the status of the OTA update. **This service will be provided free of charge.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

***Information for Owners***

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See [www.mbusa.com/recall](http://www.mbusa.com/recall). Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA

**IMPORTANT**



If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER \_\_\_\_\_

NEW OWNER INFORMATION

MY NEW NAME OR ADDRESS IS:

Grid for name entry (26 boxes)

Last Name, First Name

Grid for street entry (26 boxes)

Street

Apt

Grid for city, state, and zip entry (26 boxes)

City

State

ZIP

Grid for email address entry (30 boxes)

Email Address

Grid for phone numbers entry (15 boxes)

Phone (numbers only)

Grid for mobile numbers entry (15 boxes)

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\*\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*\*  
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE