



**IMPORTANT SAFETY RECALL**

Mercedes-Benz USA, LLC

**This notice applies to your vehicle, VIN: WD3PE7CC0A123456  
Update Communication Module Software – Mercedes Me Connect Subscription  
NHTSA Recall #21V00J**

February, 2022

**Over-The-Air Update: No Dealership Visit Required**



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?**

**NO DEALER VISIT IS NECESSARY** for the Over-The-Air ("OTA") update.

**How will it be fixed?**

An OTA update will update the communication module software for the communication module software on the affected vehicles. No action by you or the dealer is needed for the OTA update. **This service will be provided free of charge.**

Your vehicle has been identified as having an active "Mercedes Me" subscription. For vehicles with a "Mercedes Me" subscription service, the software update will be performed OTA. This services 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.

**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 necessary.** You may be informed through the headunit that the update is taking place, and approval may be needed to initiate the update, based on your vehicles settings.

Customers who subscribe to the Mercedes Me service may check the status of the update through the Mercedes me Connect App. Once your vehicle has installed the software it will state successfully installed. If the vehicle is subscribed to the Mercedes Me connect services, the status of the remote software update will be listed on the Mercedes me connect App > vehicle software updates "Communication Module Update".

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 now 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). Please mention you are asking about the over-the-air ("OTA") update on your vehicle under NHTSA recall# 21V00J.

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

**Mercedes-Benz USA, LLC**  
A Mercedes-Benz Group AG Company

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