

## IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC  
A Mercedes-Benz Group AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone: (800) 367-6372

**This notice applies to your vehicle, VIN: Insert VIN here**  
**Update Communication Module Software – UPDATE**  
**MBUSA ID: 2022010006, NHTSA Recall ID: 21V00J**

Customer Name  
Customer Address  
Customer Address  
November, 2022

- Remedy parts are now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealership as soon as possible.
- This repair will be provided **FREE** of charge.

Dear Mercedes-Benz Owner:

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

Our most recent records indicate that the vehicle registered in your name is affected by the subject recall, and still has not been repaired. We want to stress the importance of making an appointment at your preferred dealer as soon as possible for this FREE recall repair. The original communication was sent to the owner who was on file as of February 2022.

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 issue?



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 Mercedes-Benz Dealership do?



An authorized Mercedes-Benz dealer will update the communication module software on the affected vehicles. **This vehicle repair will be provided at no cost to you.** While the minimum repair time can be less than **30 minutes**, your dealership can provide you with a better estimate of the overall time for this service visit. As a matter of 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. You will not be charged for other service or repairs unless so requested.

### Steps to take.



- Find your nearest authorized Mercedes-Benz dealership at [mbusa.com/recalls](https://mbusa.com/recalls) to schedule your recall repair.
- Please mention you are scheduling an appointment for Mercedes-Benz Recall Campaign **2022010006**.
- You may be asked for your VIN, which for your convenience is located at the top of this letter.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall campaign.

Sincerely,  
Mercedes-Benz USA

**Don't wait. Find an authorized Mercedes-Benz dealership near you**  
**at [mbusa.com/recall](https://mbusa.com/recall) and schedule the recall repair right away.**



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### What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit [mbusa.com/recalls](https://mbusa.com/recalls) (or scan the QR Code to the left) and submit your VIN using our VIN recall lookup tool and filling out the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

### Additional Information for Owners:

A VIN-based recall lookup tool is available at [mbusa.com/recalls](https://mbusa.com/recalls), which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealership.

Should an authorized Mercedes-Benz dealership be unable to address your concerns please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

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.

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>.

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at [mbusa.com/recall](https://mbusa.com/recall) and schedule the recall repair right away.**

