

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 Launch Notification**
Vehicle Position for eCall – Fourth Wave
MY16-21 Various Models

Date: April 30, 2021

IMPORTANT RECALL CAMPAIGN UPDATE

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. :	Vehicle Position for eCall – Fourth Wave
2021040020	21V058	21P5497418	
2021040021		21P5497420	
2021040022		21P5497422	
<p>This is to notify you of a Recall Campaign launch regarding the vehicle position for the emergency call (“eCall”) – fourth wave on 341,104 Model Year (“MY”) 2016–2021 CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, GT-Class, C-Class, E-Class, S-Class, CLS-Class, SL-Class, B-Class, GLB-Class, GLC-Class, and G-Class vehicles (117, 118, 156, 166, 167, 172, 177, 190, 205, 207, 213, 217, 218, 222, 231, 238, 242, 247, 253, 257, 290, 292, and 463 platform). 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 "OPEN" on April 30, 2021.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2016–2021 Models (listed below), the software design of the communication module may fail to communicate the correct vehicle location for the “eCall” in the event of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An over-the-air update (“OTA”) will update the software of the communication module for the automatic eCall system on the affected vehicles. This recall will be launched in waves. NO ACTION is needed by Dealers.		
Parts	Parts are not required for repair. The recall remedy is available as an OTA so NO ACTION needed		
Vehicles Affected			
Vehicle Model Year(s)	2016–2021		
Vehicle Model	CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, GT-Class, C-Class, E-Class, S-Class, CLS-Class, SL-Class, B-Class, GLB-Class, GLC-Class, and G-Class		
Vehicle Populations			
Total Recall Population	341,104		
Total Vehicles in New Dealer Inventory	13		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any <u>new</u> MY16-21 CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, GT-Class, C-Class, E-Class, S-Class, CLS-Class, SL-Class, B-Class, GLB-Class, GLC-Class, and G-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>			



Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY16-21 CLA-Class, GLA-Class, GLE-Class, GLS-Class, SLC-Class, A-Class, GT-Class, C-Class, E-Class, S-Class, CLS-Class, SL-Class, B-Class, GLB-Class, GLC-Class, and G-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline	Customer letters have been mailed for the fourth wave notifying customers of the OTA update.
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.

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.



No Service Action is required by the Dealer for this Campaign

Over-the-Air (“OTA”) Updates are performed remotely and do not require a dealer visit. Customers can continue to drive their vehicles. If the vehicle has not been driven in four or more weeks – we suggest that the ignition be cycled once to initialize the process, sufficient battery voltage may be required for the software update to be initialized.

Helpful information for you and your customers on how to check for successful update!

Once the OTA update is successful the vehicle will be closed on a weekly basis starting 3/26 in VMI. However, for real time info, there are two separate ways to check for the software update.

- 1) **Dealer** can alternatively check VeDoc (Figure 1 and Table 1)
 - a. A VIN can be searched via VeDoc – (Figure 1, A)
 - b. Click Heremes – Control unit (Figure 1, B)
 - c. Check Object Number (Figure 1, C) with Table 1.
 - d. If the Object matches with any of them ones in Table 1 than the OTA was successful



The screenshot shows the VeDoc software interface with the following components:

- A:** A red box highlights the VIN field containing "1G1073491A010015".
- B:** A red box highlights the "Hermes - Controlunit" part in the main table.
- C:** A red box highlights the object number "247 902 50 09" in the "Object number" column.

Designation	Model	Diagnose n.	Shor.	Ver.	Hardware o.	CVN	Add.	SC	Serial number	Mo.
SEAT-D Sitzsteuergerät Fahrer	SEAT	SEATD167	SFD		167 901 00 00				2000083020773	
SEAT-D Sitzsteuergerät Beifahrer	SEAT	P3MP167	SFP		167 901 57 00					
ALC-Headcam	EZS	167	EZS		167 901 35 02					
ARWT Automatische Rückwandlar	ALC	213	ALC		167 901 00 02					
ASG Anhänger-Steuergelät	PTCM	167	PTCM		167 901 62 02					
CPC Central Powertrain Controller	TM205	AAG			213 901 31 09				2139013100000	
EPS Steuergerät elektrische Lenkung	CPC	167	CPC		000 901 44 06	2122E9F3			00090144009E1	
ESP Elektronisches Stabilitätsprogramm	EPS	167	EPS		167 901 27 02				1679012702000	
GSQ Getriebe-Steuergelät	ESP	167	ESP		167 901 95 01	4F3505F0			1679019501301	
GSL Getrieblenker links	VGSNA03	GSQ			000 901 50 00	B13CBDF			0009015000318	
GSR Getrieblenker rechts	RBTMFR107	GSL			167 901 41 02					
HFA Hands Free Access	RBTMFR107	GSR			167 901 40 02					
HFA Hands Free Access	HFA213	HFA			167 905 02 00					
HEAD HU6	HEAD	HU6			177 901 13 03				HBM248,251141	
Hermes - Controlunit	VPDR	HERMES	HERM		247 901 64 02				2479002507000	
IC177	IC177	KI			247 901 69 01				2479016901000	
KLA-V Klimabedieneinheit vorne	HVAC222	KLA			000 901 97 06	9B11BA94				
LRE (Lenktralelektronik)	SWSP177	LRE			099 901 80 00					
LWR-M Leuchtelektregelung Master	VPDR_HLL_FR247	LRL			247 901 09 02				2479011002000	
LWR-S Leuchtelektregelung Slave	VPDR_HLL_FR247	LRR			247 901 10 02				2479010902000	
MPC Multi Purpose Camera	MPC213	MPC			213 901 87 07				2139018707000	
MSG Motor-Steuergerät	MED41	MSG			264 901 05 00	89303B36				

(Figure 1 – VeDoc example. A – VIN, B – Hermes Controlunit, C – Object Number)

Table 1

Part	Object Number
SW HERMES	A2479021108
SW HERMES	A2479025009
SW HERMES	A2139024122
SW HERMES	A2229021021
SW HERMES	A2229029220



NO CLAIM TO BE SUBMITTED FOR THIS CAMPAIGN! If submitting claims for other lines on same RO, EVA may give the following error: 573 Open recall campaign found. Damage code; <1s> (Figure 13).

573 | Open recall campaign found, damage code: <1s>

(Figure 13 - Error message)

Please confirm error with the following text: OTA update. No update from dealer required.

