

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 – Third Wave
MY16-21 Various Models

Date: March 26, 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 – Third Wave
2021020036	21V058	21P5497421	
2021030015		21P5497417	
2021030017		21P5497419	
<p>This is to notify you of a Recall Campaign launch regarding the vehicle position for the emergency call (“eCall”) – third wave on 906,125 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 March 26, 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	906,125		
Total Vehicles in New Dealer Inventory	128		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any 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 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 in batches between March 12 th to the 17 th for the third 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.



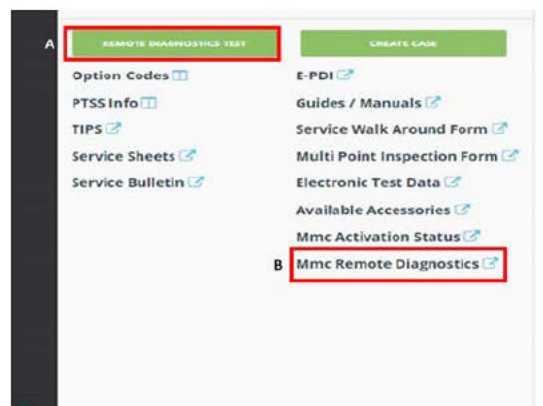
No Service Action is required by the Dealer for this Campaign

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.

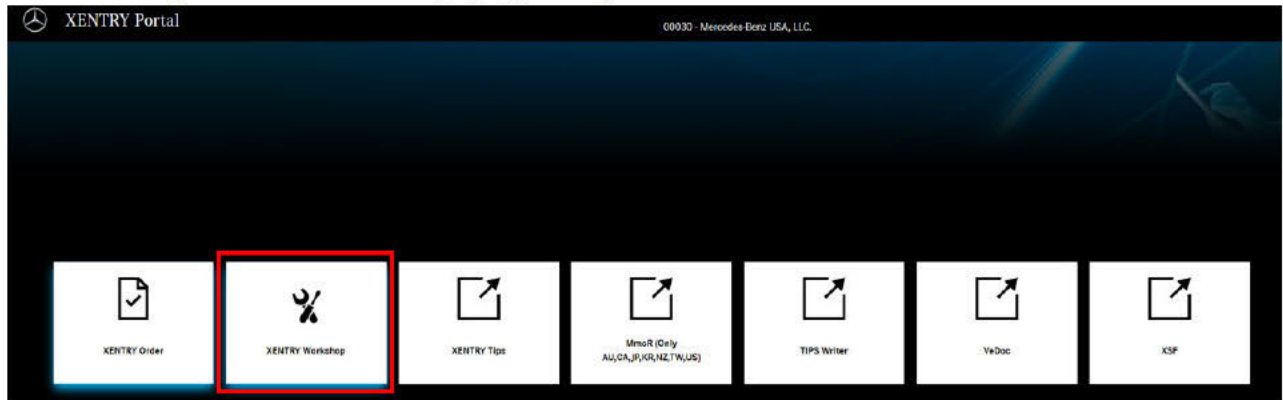
- 1) Remote Diagnostic Test
 - a. Start Remote Diagnostic Test (Figure 1, A).
 - b. Go to Mmc Remote Diagnostics (Figure 1, B).



(Figure 1 – VMI Remote Diagnostics. A – Remote Diagnostic Test, B – Mmc Remote Diagnostics)



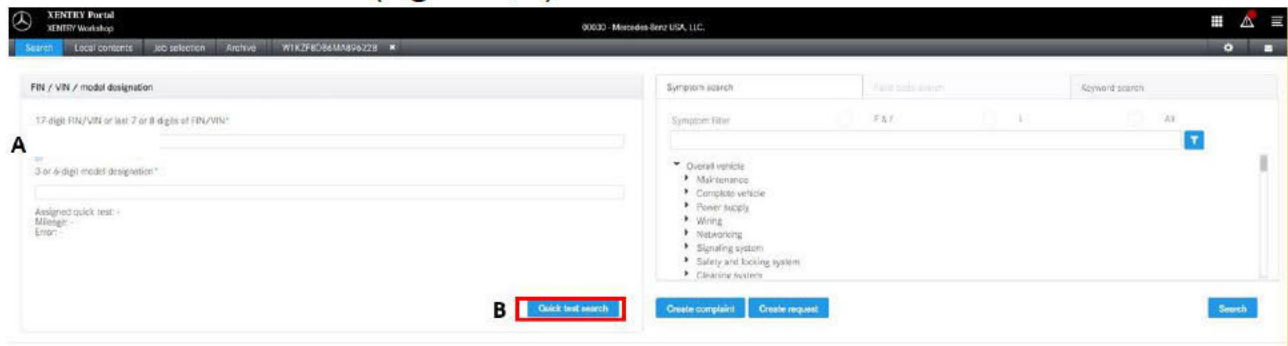
c. Click Xentry Portal Work Shop (Figure 2)



(Figure 2 – Xentry Portal Workshop)

d. Type in VIN (Figure 3, A)

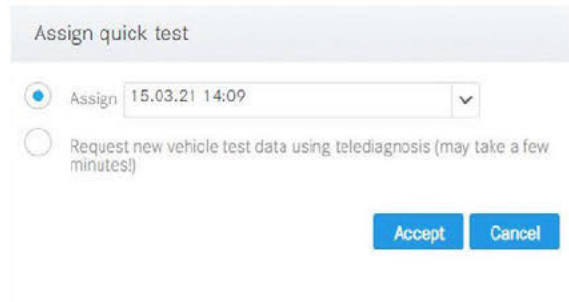
e. Click Quick Test Search (Figure 3, B)



(Figure 3 – Quick Test Search, A - VIN, B – Quick test search)

f. Assign quick test – Use latest date or request new vehicle test data for latest data (Figure 4)

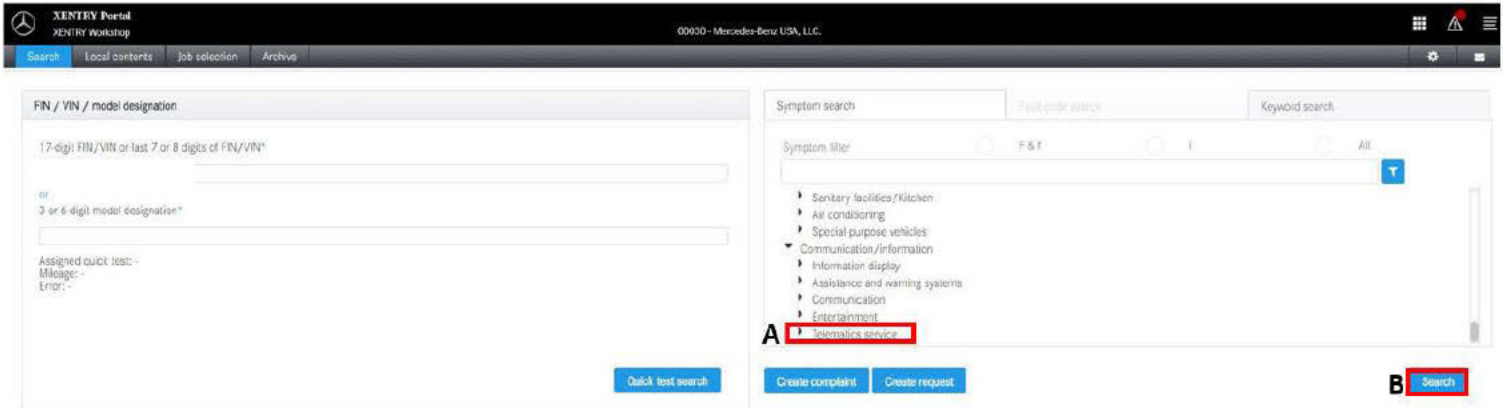
i Vehicles must have a currently active Mercedes Me Connect Account.



(Figure 4 – Assign quick test)

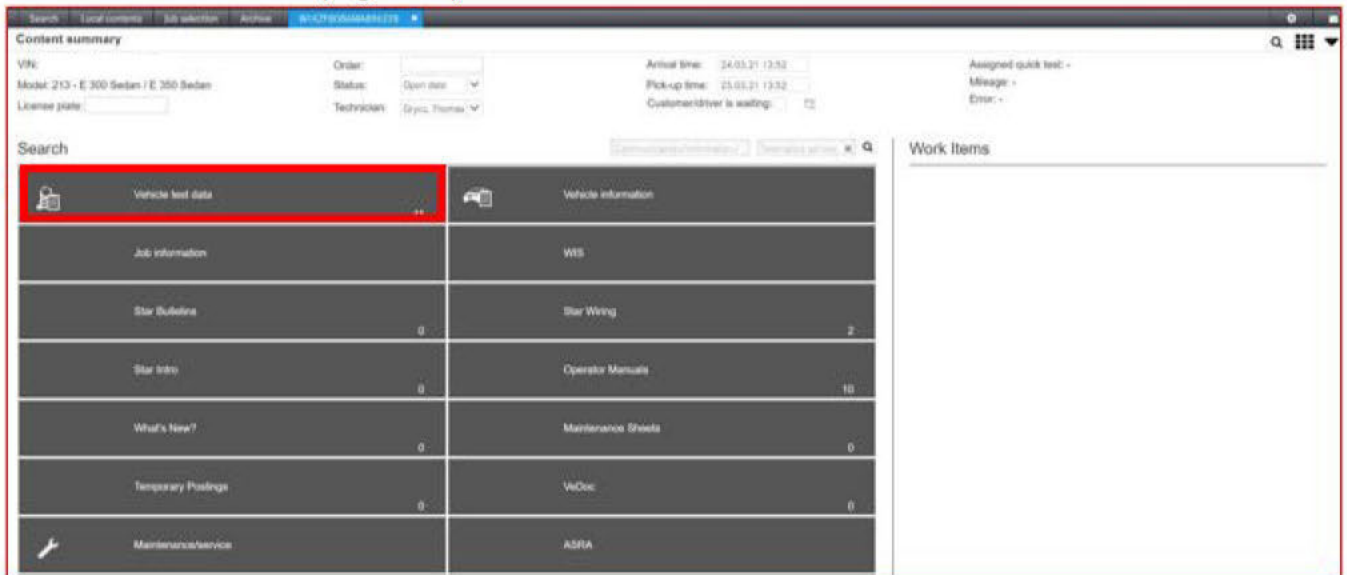


- g. Click Telematics service (Figure 5, A)
- h. Click Search (Figure 5, B)



(Figure 5 – Search Telematics Service, A – Telematics Service, B – Search Button)

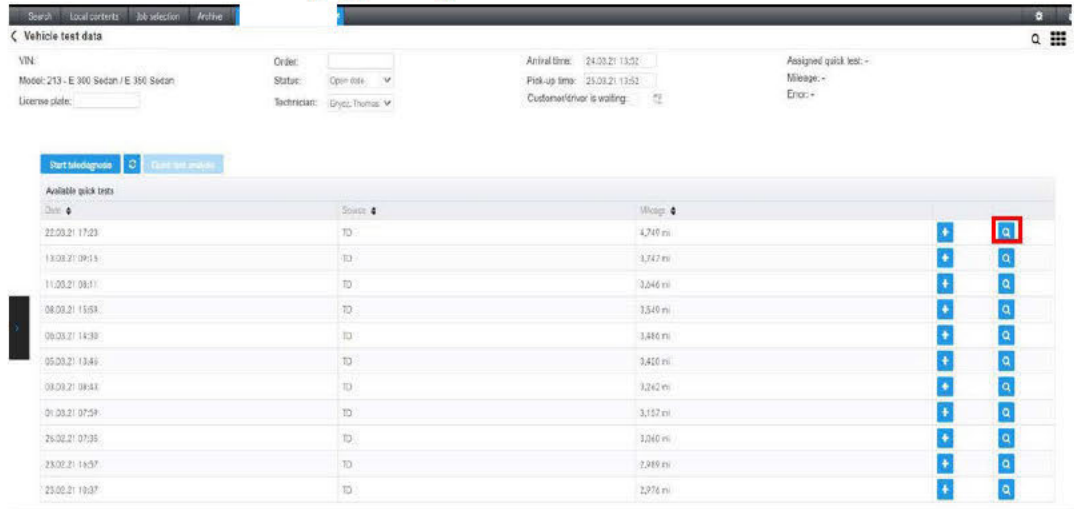
- i. Click Vehicle test data (Figure 6)



(Figure 6 – Vehicle test data)



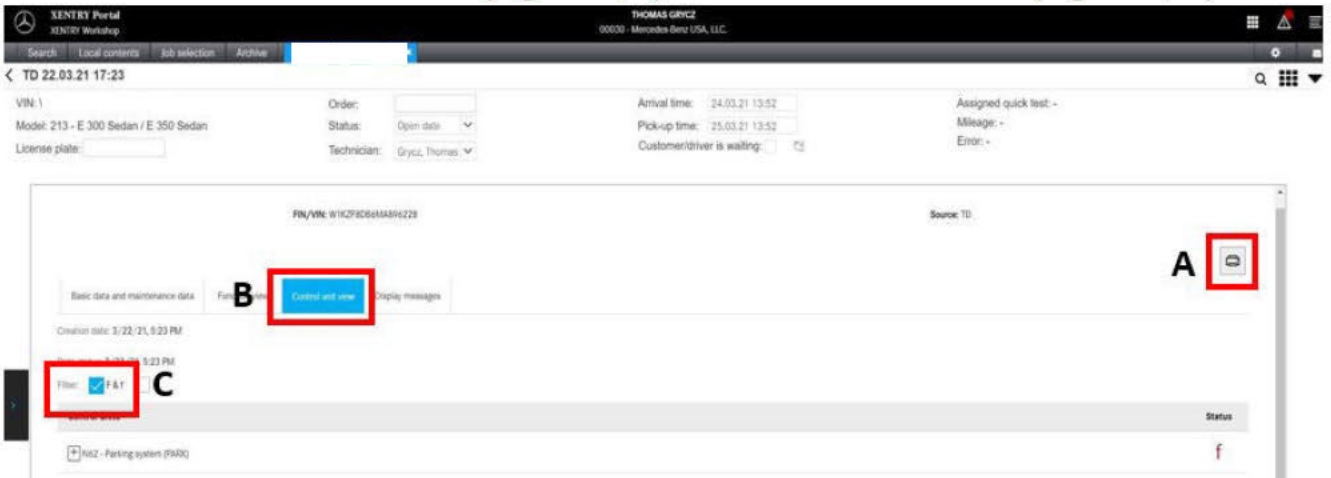
j. Click Search on the latest date (Figure 7)



(Figure 7 – vehicle test data search)

k. Click printer icon (Figure 8, A)

i Make sure to have Control Unit (Figure 8, B) and Filter F & f enabled (Figure 8, C)



(Figure 8 – Print/Download, A – Printer icon, B – Control Unit view, C – Filter : F & f enabled)



i. Check Object Number (Figure 9) with Table 1.

N112/9 - Control unit for telematics services (HERMES)

Hardware serial number: HERMES

	Object number	Supplier	Diagnosis identifier	SW version	HW version
Hardware	167 901 85 02	Continental	000900	20/20 003	18/27 000
Software				20/20 003	
Software	247 902 50 09	Harman / Becker		20/20 003	
Software	000 902 62 52	Daimler		19/22 000	
Software	000 902 70 52	Daimler		19/29 000	

(Figure 9 – Software Object number)

2) Dealer can alternatively check VeDoc (Figure 10 and Table 1)

- a. A VIN can be searched via VeDoc – (Figure 10, A)
- b. Click Heremes – Control unit (Figure 10, B)
- c. Check Object Number (Figure 10, 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 Daimler VeDoc interface. At the top, there are navigation tabs: Vehicles, Maj. assys (IMA), Parts identification, Master data, and Logs. A search bar for 'Vehicle identification no. (VIN)' is highlighted with a red box and labeled 'A'. Below the search bar, a table of components is displayed. The 'Heremes - Controlunit' entry is highlighted with a red box and labeled 'B'. At the bottom, a detailed view of the selected control unit shows a table of 'Object number' entries, with '247 902 50 09' highlighted with a red box and labeled 'C'. The interface also includes various toolbars and a right-hand navigation pane.

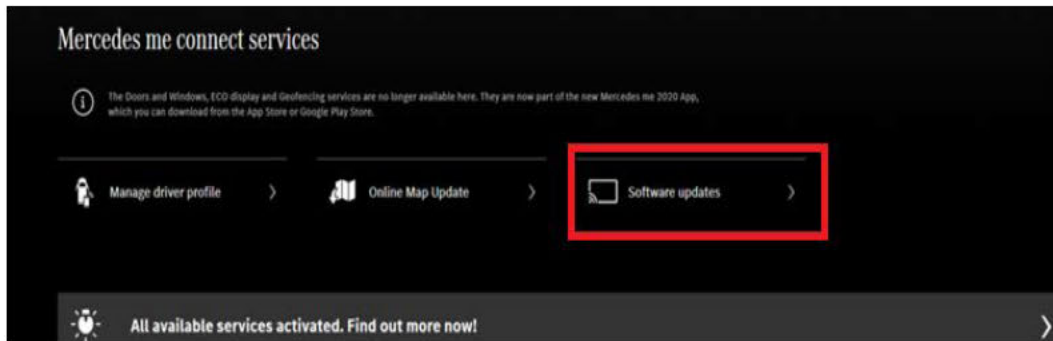
(Figure 10 – VeDoc example. A – VIN, B – Hermes Controlunit, C – Object Number)



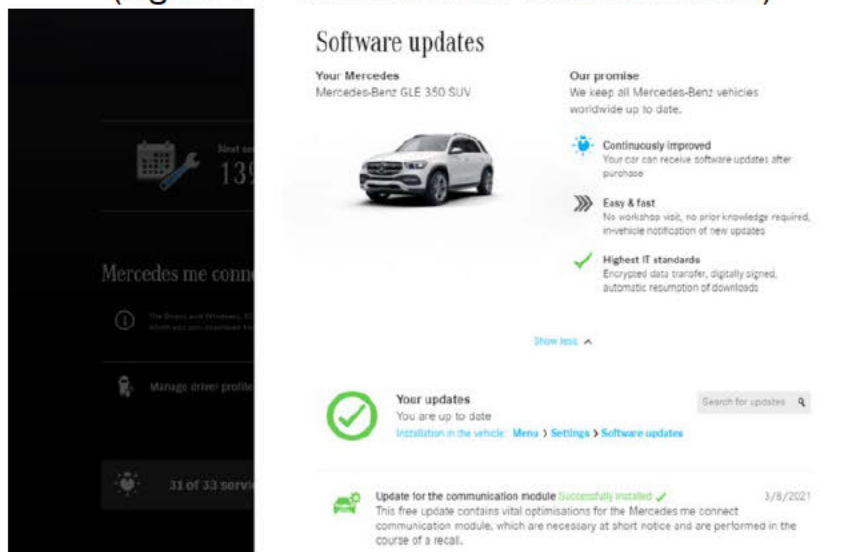
Table 1

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

3) **Customer** can check via the Mercedes Me Website www.me.mercedes-benz.com (Figure 11 & 12). Under software updates it will show a successful installed for “Update for the communication module”.



(Figure 11 – Mercedes Me Connect Service)



(Figure 12 – Successful Software Update)



Information Regarding Warranty Submissions

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.

