



IMPORTANT SAFETY RECALL 2021050002

This notice applies to your vehicle, VIN: [REDACTED]

Update Emergency Call Communications Module - UPDATE

NHTSA Recall #21V058

- A remedy is available for your vehicle
- This repair will be provided free of charge.

December, 2021

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]



Dear Mercedes Benz Owner:

This notice is an updated notice being sent to you in accordance with the requirements of 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 March 2021.

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") 2016 2021 A Class, B Class, C Class, CLA Class, CLS Class, E Class, G Class, GLA Class, GLB Class, GLC Class, GLE Class, GLS Class, GT Class, S Class, SL Class, and SLC Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain MY 2016 2021 Mercedes Benz vehicles listed above, the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash. Depending on the crash scenario, a temporary drop in the on board electrical voltage system may occur. If this were to occur, the wrong location might be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury. All other functions of the automatic or manual eCall are not affected by this issue.

What will your DEALER DO?

An Over The Air ("OTA") activation was not able to update the communication module software for the automatic eCall system on your vehicle. Therefore, your vehicle must be updated by an authorized Mercedes Benz dealer. **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. The minimum repair time can be less than **1 hour**, 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.

What should YOU DO?

For additional information, please contact your preferred authorized Mercedes Benz dealer at your earliest convenience. To locate authorized dealers see www.MBUSA.com/recall. **Please mention you are scheduling an appointment to an authorized Mercedes-Benz dealer to update the emergency call communication module on the affected vehicles under Recall Campaign # 2021050002.** 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.



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

Impacts from COVID-19: Your health and safety remain our top priority. The Mercedes Benz dealerships remaining open for recall repairs and service are closely following the guidelines set forth by the CDC. **Free** Mobile Repair at your home or business as well as vehicle pick up and delivery may be available. Your preferred authorized Mercedes Benz dealer can confirm availability.

Information for Owners

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. 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. 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

VIN: XXXXXXXXXXXXXXXXXXXX

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:

Last Name, First Name

Street

Apt

City

State

ZIP

Email Address

Phone (numbers only)

Mobile (numbers only)

Date

Signature

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

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.