



IMPORTANT SAFETY RECALL
This notice applies to your vehicle, VIN: [REDACTED]
Update Emergency Call Communications Module
NHTSA Recall #21V058

Mercedes-Benz USA, LLC

Christian Treiber
 Vice President
 Customer Services

March, 2021

- A remedy is available for your vehicle.
- Over-The Air update will be performed.
- This repair will be provided free of charge.

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

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”) 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 occurs, the wrong location may 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 will be initiated to update the communication module software for the automatic eCall system on the affected vehicles with an active “Mercedes Me” subscription via the vehicle’s existing mobile data link. However, your vehicle has been identified as not having an active “Mercedes Me” subscription. For vehicles without a “Mercedes Me” subscription service, the software update will also be performed OTA, unless you choose to opt-out of the OTA update. If you decide to opt-out, an authorized Mercedes-Benz dealer can update the eCall system, however additional repair time may be needed. Please see below for instructions on how to opt-out of the OTA service. **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. For those customers that opt-out of the OTA update, 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. If you choose not to opt-out, a dealer visit is not needed.

What should YOU DO?

No action necessary for Opting-in. 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 asking about the Over-The-Air (“OTA”) update under NHTSA Recall #21V058.**



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

Opting out of the OTA Update: Customers who are not subscribed to the Mercedes Me service may opt-out of the OTA update by emailing ota_optout@mbusa.com with your VIN, a confirmation email will be sent once reviewed, or by calling 1-800-FOR-MERCEDES. The opt-out period will start on 3/23/2021 and end on 4/22/2021. Once the opt-out period has closed on 4/22/2021, all customers who opt out may call/visit an authorized Mercedes-Benz dealer to have their vehicle checked to confirm the latest software update starting 4/26/2021. This check could take less than **1 hour**. You may check mbusa.com/recall, nhtsa.gov/recalls and may also contact us at 1-800-FOR-MERCEDES for the status of the OTA update. **This service will be provided free of charge.** 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.

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 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. 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 may cause you.

Sincerely,

Mercedes-Benz USA, LLC
 A Mercedes-Benz AG Company
 One Mercedes-Benz Drive
 Sandy Springs, GA 30328
 Phone (770) 705-0600

IMPORTANT

VIN: [REDACTED]

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:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

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