



Mercedes-Benz

Campaign No. 2021050002, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models various**  
**Model Year 2017-2021**  
**Vehicle Position for eCall- wave 5 – no over the air (“OTA”) update – dealer action needed for wave 5.**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2017 – 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 software design of the communication module may fail to communicate the correct vehicle location for the “eCall” in the event of a crash. An authorized Mercedes-Benz dealer will update the software of the communication module for the automatic eCall system on the affected vehicles.

**Unlike previous waves, there is NO OTA update – dealer action is needed for wave 5 vehicles. Please ensure customer consent prior to performing this campaign.**

Prior to performing this Recall Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 261 vehicles are involved in this campaign.

Order No. P-RC-2021050002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.





**i Note:**

- Use Xentry 12/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

**Procedure**

1. Connect XENTRY Diagnosis.

2. Update HERMES control unit software.

**i** To do this, select menu item "Quick test view  **N112/9 telematics services control unit (HERMES)**  
 Adaptations  Control unit update  Update of control unit software".

**i** Then follow the user guidance in XENTRY Diagnosis.

**Warranty Information**

**Operation:** Connect/disconnect battery charger (02-5058)  
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
 Update HERMES control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 974 23 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

\* Operation item may be invoiced only once for each workshop order

**i Note**

Operation Number labor times are subject to change