



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 19, 2021

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC
13470 International Parkway
Jacksonville, FL 32218

NEF-150JK
21V-072

Subject: Emergency Call (eCall) Function May be Disabled

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES-BENZ/AMG E53/2020
MERCEDES-BENZ/AMG E63/2018
MERCEDES-BENZ/AMG GLC43/2019
MERCEDES-BENZ/AMG GT53/2020
MERCEDES-BENZ/AMG GTA/2018
MERCEDES-BENZ/C300/2017-2019
MERCEDES-BENZ/CLA250/2018-2020
MERCEDES-BENZ/CLS450/2020
MERCEDES-BENZ/E300/2017-2019
MERCEDES-BENZ/GLA250/2017-2020
MERCEDES-BENZ/GLC300/2017-2020
MERCEDES-BENZ/GLC350/2019
MERCEDES-BENZ/GLE350/2017-2018
MERCEDES-BENZ/GLE400/2019
MERCEDES-BENZ/GLE450/2020
MERCEDES-BENZ/GLS450/2017
MERCEDES-BENZ/S550/2017
MERCEDES-BENZ/S560/2018-2019

Mfr's Report Date: February 12, 2021

NHTSA Campaign Number: 21V-072

Components:

COMMUNICATION
COMMUNICATION: AUTO CRASH NOTIFICATION

Potential Number of Units Affected: 58

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2017-2019 C300, E300, 2018-2020 CLA250, 2020 CLS450, AMG E53,

AMG GT53, GLE450, 2018 AMG E63, AMG GTA, 2017-2020 GLA250, GLC300, 2019 GLC350, AMG GLC43, 2017-2018 GLE350, 2019 AMG GLC 43, GLC350, GLE400, 2017 GLS450, S550, C300 Cabrio, and 2018-2019 S560 vehicles. The communication module might have been inadvertently deactivated during a service visit, which could have disabled the Emergency Call (eCall) function.

Consequence:

A disabled eCall system would prevent a vehicle occupant from contacting emergency services through the call center in an emergency, potentially delaying emergency responders and increasing the risk of injury.

Remedy:

MBUSA will notify owners, and dealers will inspect the communication module and activate it, if necessary, free of charge. The recall is expected to begin April 13, 2021. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigations
Enforcement