

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: <b>Recall Campaign Initial Notification</b> <b>Reactivate Communication Module</b> <b>MY17-20 117 118 156 166 167 190 205 213 222</b> <b>253 257 290 (CLA-Class, GLA-Class, GLE-Class, GLS-Class, AMG GT-Class, C-Class, E-Class, S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4-doors Coupe)</b>	DATE: February 22, 2021

## **IMPORTANT NEW RECALL CAMPAIGN INFORMATION**

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. :	Reactivate Communication Module
TBA	21V072	21P2197348	
<p>This is to notify you of a new <b>Recall Campaign</b> to re-activate the communication module in <b>58</b> Model Year (“MY”) 2017-2020 CLA-Class, GLA-Class, GLE-Class, GLS-Class, AMG GT-Class, C-Class, E-Class, S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4-door Coupe (117 118 156 166 167 190 205 213 222 253 257 290 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>February 22, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2017-2020 CLA-Class, GLA-Class, GLE-Class, GLS-Class, AMG GT-Class, C-Class, E-Class, S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4-doors Coupe (117, 118, 156, 166, 167, 190, 205, 213, 222, 253, 257, 290 platform) vehicles, the communication module might have been inadvertently deactivated. Should the communication module be deactivated, the emergency call function “eCall” would not be available either as an automated feature, or by manually pressing the SOS-button in the vehicle. This would inhibit the occupant from contacting the call center in the event of an emergency. After pressing the SOS-button to trigger an eCall, the customer would be informed by a warning message in the instrument cluster that the eCall is not functioning.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the configuration of the communication module on the affected vehicles and activate the communication module, if necessary</p>		
<b>Parts</b>	<p><b>Remedy is not available at this time. An additional notification will be sent once the remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2017-2020		
<b>Vehicle Model</b>	CLA-Class, GLA-Class, GLE-Class, GLS-Class, AMG GT-Class, C-Class, E-Class, S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4-doors Coupe		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	58		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY17-20 CLA-Class, GLA-Class, GLE-Class, GLS-Class, AMG GT-Class, C-Class, E-Class, S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4-doors Coupe 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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY17-20 CLA-Class, GLA-Class, GLE-Class, GLS-Class, AMG GT-Class, C-Class, E-Class, S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4-doors Coupe vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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.		
<p>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.</p>			

