

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 Launch Notification</b> <b>Reactivate Communication Module</b> MY17-20 117 118 156 166 167 190 205 213 222 253 257 290 (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-door Coupe)	Date: March 26, 2021

## IMPORTANT RECALL CAMPAIGN UPDATE

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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Reactivate Communication Module</b>
<b>2021030005</b>	<b>21V072</b>	<b>21P5499617</b>	

This is to notify you of a Recall Campaign launch to re-activate the communication module in **58** 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 [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on **March 26, 2021.**

**Background**

<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain 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 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.
<b>What We’re Doing</b>	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
<b>Parts</b>	<b>Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.</b>

**Vehicles Affected**

<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-door Coupe

**Vehicle Populations**

<b>Total Recall Population</b>	58
<b>Total Vehicles in Dealer Inventory</b>	0

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any 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 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 Xentry. Once the repair is complete the vehicle may be sold or leased.**

**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)**

**Additionally, given this notice, it is a violation of Federal Law for car rental companies 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.**



## Next Steps/Notes

<b>Customer Notification Timeline</b>	Customer letters will be mailed after the remedy becomes available approximately on March 31, 2021.
<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.

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.





Mercedes-Benz

Campaign No. 2021030005, March 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models Various**  
**Model Year 2017-2020**  
**Reactivate Communication Module**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain 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 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. An authorized Mercedes-Benz dealer will check the configuration of the communication module on the affected vehicles and activate the communication module, if necessary

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 58 vehicles are involved.

Order No. P-RC-2021030005

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. Perform initial startup of HERMES control unit.

**i** To do this, select menu item "Quick test view" ➡ **N112/9 Communication module for telematics services (HERMES)** ➡ Adaptations ➡ Commissioning of previously installed control unit.

**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 communication module for telematics services (HERMES) (Commissioning of  
 previously installed control unit) (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 996 17 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