

## IMPORTANT SAFETY RECALL

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This notice applies to your vehicle

VIN: [REDACTED]

Update Hermes Communication Module (SIM CARD)

NHTSA Recall ID: 22V360

October, 2022

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

- A remedy is available for your vehicle.
- The software update will be provided free of charge.

Dear Mercedes-Benz Metris Owner:

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Metris vans, has determined that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2019-2021 Mercedes-Benz Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.



#### What is the issue?

The communication module's SIM card could become disabled and prevent a connection with a mobile phone network. In this case, the digital owner's manual as well as the automatic eCall function would not be available, which could preclude or delay the arrival of emergency responders. This could increase the risk of an injury following an emergency event.



#### What will Mercedes-Benz do?

The supplier of the SIM card will update the SIM profile of the communication modules on the affected vehicles. This service will be provided **free of charge**.



#### Steps to take.

**No action is required on your part.** This update is planned to be performed Over-The-Air (OTA) with no workshop visit being required. If the OTA update cannot be successfully completed, you will be notified via first class mail and advised to visit an authorized dealer to have the update performed.

A VIN-based recall lookup tool on our website 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. Please visit [www.mbvans.com/en/recall-information](http://www.mbvans.com/en/recall-information). Should you have any questions or encounter any difficulty regarding this recall campaign, please contact an authorized Mercedes-Benz Metris dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,  
Mercedes-Benz USA

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



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**Additional Information for Owners:**

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>.

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.

**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  
OR
- 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

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