

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: Recall Campaign Initial Notification test prod build recall safety 04202021 MY16-17 203(GLE-Class, GLS-Class)	Date: April 20, 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



Campaign No. :	NHTSA ID	Campaign Desc. :	test prod build recall safety 04202021
		TEST-dc	
This is to notify you of a Recall Campaign launch regarding test prod build recall safety 04202021 on 4200 Model Year MY2016-2017 203 (GLE-Class, GLS-Class) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on .			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles has determined that on certain Model Year ("MY") 2016 – 2021 XXX vehicles (XXX platform), the automatic emergency call ("eCall") system power supply to the communication module may temporarily drop in the event of a crash. If there is a drop of the power supply to the communications module, the automatic eCall system may register the location of the vehicle’s last ignition cycle, instead of its location at the time the eCall system is activated. Emergency responders may be dispatched to an inaccurate vehicle location increasing the risk of injury following a crash. Nevertheless, the other functions of the automatic and manual emergency call function are not affected of this issue.		
What We’re Doing	Either an authorized Mercedes-Benz dealer or an over-the-air update will update the software of the communication module for the automatic emergency call system on the affected vehicles. All customers will receive official recall notification letters. For vehicles that are subscribed to the Mercedes Me service, this software update will be performed over-the-air and with no workshop visit required. For vehicles that are not subscribed to the Mercedes Me service, the notification letter will advise the customer that he/she may opt out of the over-the-air update and visit an authorized workshop to have the update performed. If the customer does not opt out within the specified period, the update will be sent to the vehicle thereafter. Depending on conditions such as network coverage and steadiness of the data connection, if the over-the-air update cannot be successfully completed, the customer will be notified and advised to visit the workshop to have the updated performed. Customers that subscribe to the Mercedes Me service can check the status of the update through the associated website and/or through the Mercedes Me app. If the vehicle is subscribed to the Mercedes me connect services, the current status of the remote software update is listed on the Mercedes me connect webpage under "Software Update". Further information regarding software updates can be found in the user manual.		
Parts	Parts are not required for repair. However, the current remedy is not available at this time. An additional notification will be sent once the remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2016-2017		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	4200		
Total Vehicles in Dealer Inventory	0		
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 GLE-Class, GLS-Class 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.			
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 MY16-17 GLE-Class, GLS-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes	
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
Rental Fleet Partners	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.

