

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
<b>Re: Launch Recall Campaign Notification</b> <b>Model: Metris (447)</b> <b>Model Years: 2016-2021</b> <b>Replace eCall Communication Module Metris</b>	DATE: April, 2024



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace eCall Communication Module</b>
<b>2024030014</b>	<b>VS2SIMKOW</b>	
<p>This is to notify you of a Recall Campaign launch to replace the eCall Communication Module on approximately <b>24</b> MY 2016-2021 Metris Vans. 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. All affected VINs will be flagged as "<b>OPEN</b>" in VMI and cannot be sold until remedied.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Metris vans, has determined that due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card might inadvertently become disabled. Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the eCall function would not be available. Therefore, the condition may preclude or delay the arrival of emergency responders. This might increase the consequences of an injury following an emergency event.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Metris dealer will replace and program the eCall communication module on the affected vehicles.</p>	
<b>Parts</b>	<b>Parts are available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016-2021	
<b>Vehicle Model</b>	Metris	
<b>Vehicle Populations</b>		
<b>Population</b>	24	
<b>Dealer Inventory</b>	<b>0</b>	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter to be mailed in April, 2024.	
<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, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		



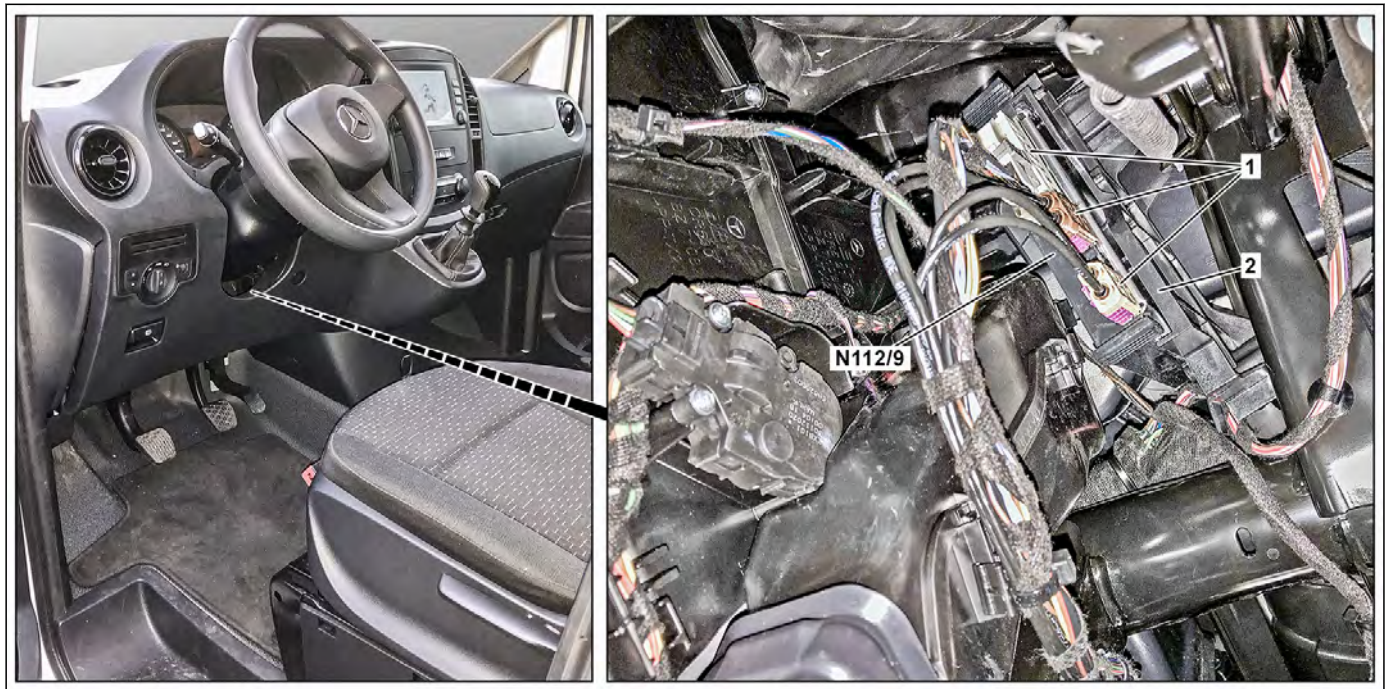
**Model** 447.603/605/703 13 as of 153001 up to 913143  
with code JH3 (Communication module (LTE) for digital services)  
with code ZU8 (National version for USA)

**Modification notes**

16.05.2024	This document replaces document SM82.95-S-0025A.		
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**Operation no. of the operation texts or standard texts and flat rates**

Category	Op. no.	Operation text	Time	Damage Code	Codeword
P	02 4762	Operations: Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1 h	54 963 42	VS2SIMKOW
P	02 5058	Operations: Connect/disconnect starter battery charger (XENTRY Diagnosis connected)	0.1 h	54 963 42	VS2SIMKOW
P	12 2148	Operations: Replace HERMES control unit (with XENTRY Diagnosis connected)	0.3 h	54 963 42	VS2SIMKOW



S82.95-A014-79

**Shown on model 447.6/7**

- 1 Electrical connector
- 2 Bracket

N112/9 HERMES control unit














S82.95-A015-79

Shown on model 447.6/7

Notice	Information on preventing damage to electronic components due to electrostatic discharge		AH54.00-P-0001-01A
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	Notes on programming control units		AH54.21-P-0001-03Z
	Notes on SCN coding of control units		AH54.21-P-0004-01X
☐	<b>Check</b>		
1	Check if vehicle is affected by measure.		
	<b>Installing</b>		
2 FA	Install the 12 V charger.	<p>⚠ A sufficient power supply for the on-board electrical system battery must be guaranteed throughout the entire work procedure. Otherwise any undervoltage that occurs may damage the control units.</p> <p><b>i</b> Follow the operating instructions for the 12 V charger.</p> <p><b>i</b> Use the 12 V charger to ensure an adequate voltage (min. 12.5 V) for the on-board electrical system battery.</p>	AR54.10-S-1127E

<p>3</p> 	<p>Install vehicle diagnosis system.</p>	<p>If diagnostic system is not yet attached.</p> <p> Further information about "Retail Data Storage" is available in the XENTRY Portal at the following path: XENTRY Portal → Diagnosis &amp; Telematics → XENTRY Update Service &amp; Retail Data Storage → Overview</p> <p> Always use the <b>latest</b> XENTRY Diagnosis software release with <b>all available</b> add-ons.</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p>If XENTRY Diagnosis is already connected to vehicle, ↓ continue with operation step 4.</p>	<p>AD00.00-S-2000-04E</p>
<p><b>Commissioning of control unit</b></p>			
<p>4</p> 	<p>Perform commissioning of HERMES control unit (N112/9) using vehicle diagnosis system. Programming of control units</p>	<p> To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH3) → Adaptations → Commissioning → Control unit replacement with initial startup of new control unit</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	<p>AR54.21-S-0014E</p>
	<p><b>Remove</b></p>		
<p>5</p>	<p>Switch off ignition and store transmitter key outside of transmission range (min. 2 m).</p>		
<p>6</p> 	<p>Remove left cover under the dashboard.</p>	<p>Model 447.6/7 with code LC7 (Front footwell illumination) with code ZU8 (USA national version)</p>	<p>AR68.10-S-1500E</p>
<p>7</p>	<p>Unhook air duct from instrument panel.</p>	<p>If installed.</p>	
<p>8</p>	<p>Disconnect electrical connectors (1).</p>	<p> To do so, release U-shaped striker and detach electrical connectors (1).</p>	
<p>9</p>	<p>Release front and rear lock on holder (2) and take HERMES control unit (N112/9) out to one side.</p>	<p> Dispose of removed HERMES control unit (N112/9) properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	

	<b>Install</b>		
10	Install new HERMES control unit (N112/9) on holder (2) and lock.	 <b>The new HERMES control unit (N112/9) is commissioned in operation step 14.</b>	
11	Connect electrical connectors (1).	 To do so, lock U-shaped striker and pull in electrical connectors (1).	
12	Install air duct on instrument panel.	If installed.	
 AR	Install left cover below the instrument panel.	Model 447.6/7 with code LC7 (Front footwell illumination) with code ZU8 (USA national version)	AR68.10-S-1500E
	<b>Commissioning of control unit</b>		
 AR	Perform commissioning of HERMES control unit (N112/9) using vehicle diagnosis system.	 To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH3) → Adaptations → Commissioning → Control unit replacement with initial startup of new control unit  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. <b>The software update in the HERMES control unit (N112/9) can take several hours.</b>  Do not yet remove vehicle diagnosis system.	AR54.21-S-0014E
	<b>Check</b>		
15	Perform function test of HERMES control unit (N112/9) using XENTRY Diagnosis.	 To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH3) → Actuations → Self-test  The operation steps in XENTRY Diagnosis must be followed precisely at all times.	

16	Perform function test of emergency call system.	<p><b>i</b> To do so, switch on ignition without touching brake pedal and check whether "SOS NOT READY" warning message in instrument cluster disappears automatically.</p> <p><b>i</b> Model 447.6/7 with code E3C (Audio 30) or code EA4 (Audio 40) or code EN6 (Audio 10) or code EN7 (Audio 15)</p> <p>On these vehicles, switch on the radio and check if "SOS NOT READY" appears in the central display of the radio, and then check if shortly after this "SOS NOT READY" automatically disappears from the central display.</p>	
	<b>Remove</b>		
17 AD	Remove vehicle diagnosis system.		AD00.00-S-2000-04E
18 AR	Remove the 12 V charger from vehicle.		AR54.10-S-1127E

**Parts ordering note**

Part no.	Designation	Quantity
A 238 900 11 06	HERMES control unit	1
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