

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>Update Communication Module Software –</b> <b>Wave 3 MY22 S-Class (223 platform)</b>	DATE: March 25, 2022

## 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



**Recall Campaign Launch Notification**

**March 25, 2022**

Campaign No. :

NHTSA ID

Campaign Desc. :

**Update Communication Module Software – Wave 3**

2022030021

21V00J

22P5497318

This is to notify you of the **Recall Campaign Launch** to update the communication module software –Wave 3 - in **251** Model Year (“MY”) 2022 S-Class (223 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 25, 2022**.

**Background**

**Issue**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022 S-Class (223 platform) and EQS-Class (297 platform) vehicles, the communication module software might not meet current production specifications. The eCall function might be restricted or not be available at vehicle start-up. Therefore, customers might not be able to be connected to emergency assistance. In this case, emergency responders might not be directed to the vehicle in the event of an accident, which could increase the consequence of any injury sustained in the accident for the vehicle occupants. When the issue occurs the customer might notice a warning message in the display or the non-availability of the Mercedes me connect services.

**What We’re Doing**

MBUSA will conduct a voluntary recall. An over-the-air (“OTA”) update will update the communication module software for the automatic emergency call system on the affected vehicles. **NO ACTION is needed by Dealers.**

**Parts**

**Parts are not required for repair. The recall remedy is available as an OTA so NO ACTION needed**

**Vehicles Affected**

Vehicle Model Year(s)

2022

Vehicle Model

S-Class

**Vehicle Populations**

Total Recall Population

251

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 MY22 S-Class and EQS 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 vehicles will be repaired over-the-air. 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 MY22 S-Class vehicles covered by this notification until the vehicle has been repaired.**

**Next Steps/Notes**

**Customer Notification Timeline**

Customer letters were mailed on February 18, 2022.

**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.



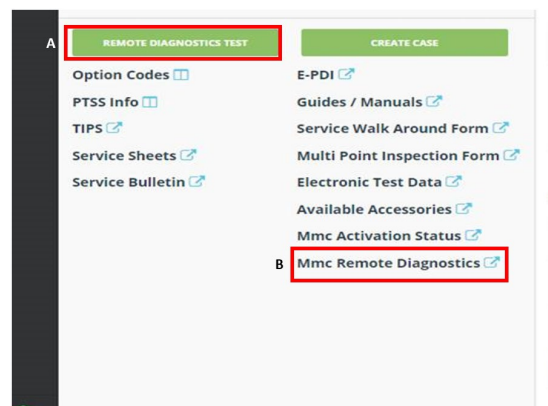
# No Service Action is required by the Dealer for this Campaign

Over-the-Air (“OTA”) are software updates that are performed remotely and do not require a dealer visit. Customers can continue to drive their vehicles. If the vehicle has not been driven within four weeks or more, – we suggest that the ignition be cycled at least once to initialize the process. Sufficient battery charge may be required for the software update to be initialized.

## Helpful information for you and your customers on how to check for successful update!

Vehicles that have successfully completed OTA updates will be closed in VMI. This process will occur weekly beginning 4/2/2022. In addition, there are also alternative methods to check the status of the software update. Please review the instructions below on how to find this information.

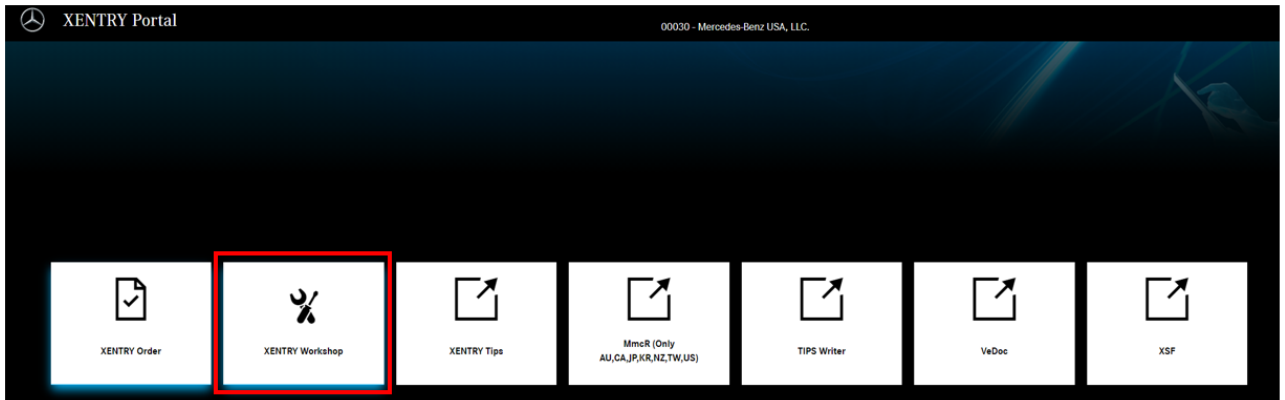
- 1) Remote Diagnostic Test
  - a. Start Remote Diagnostic Test (Figure 1, A).
  - b. Go to Mmc Remote Diagnostics (Figure 1, B).



(Figure 1 – Remote Diagnostics Test)



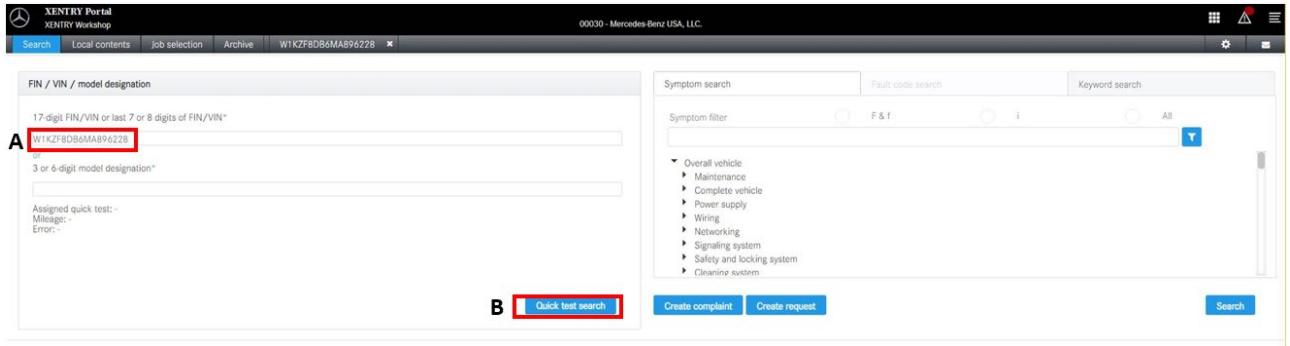
c. Click Xentry Portal Work Shop (Figure 2)



(Figure 2 – Xentry Portal Workshop)

d. Type in VIN (Figure 3, A)

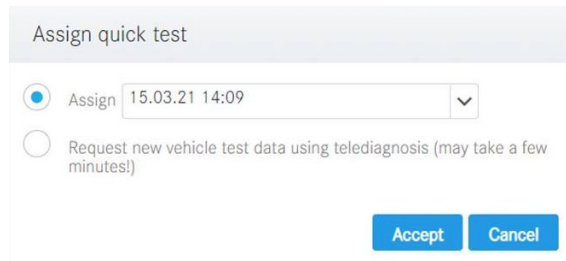
e. Click Quick Test Search (Figure 3, B)



(Figure 3 – Quick Test Search, A - VIN, B – Quick test search)

f. Assign quick test – Use latest date or request new vehicle test data for latest data (Figure 4)

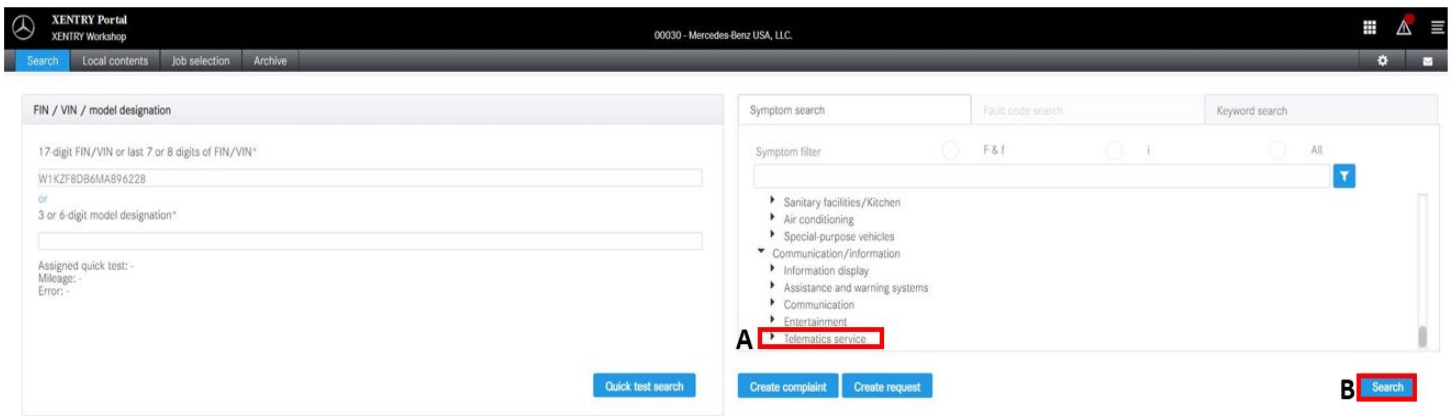
**i** Vehicles must have a currently active Mercedes Me Connect Account.



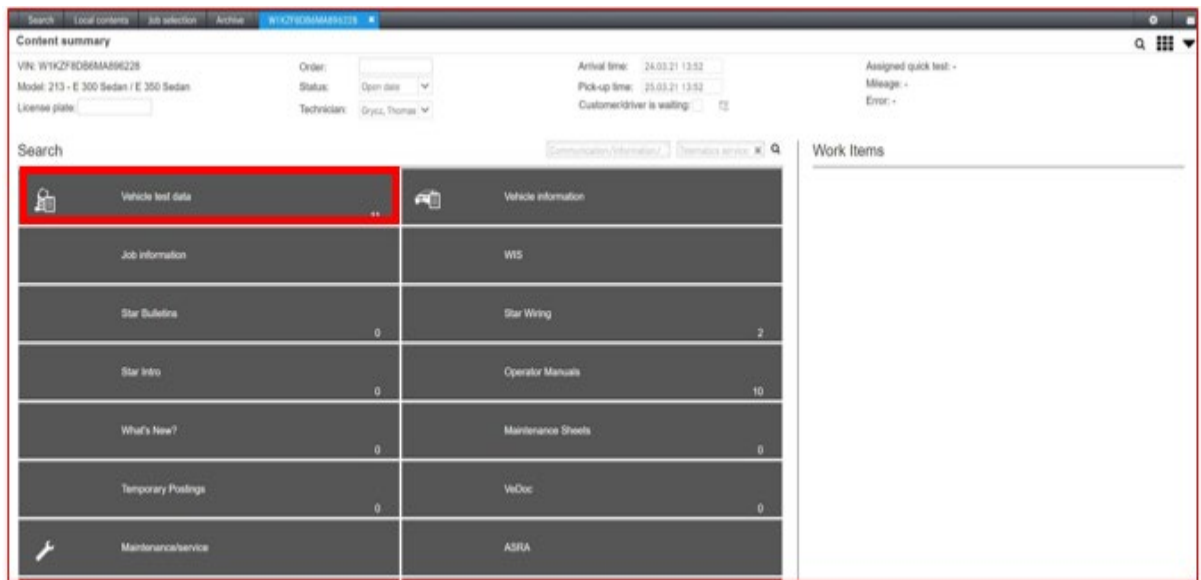
(Figure 4 – Assign quick test)



- g. Click Telematics service (Figure 5, A)
- h. Click Search (Figure 5, B)



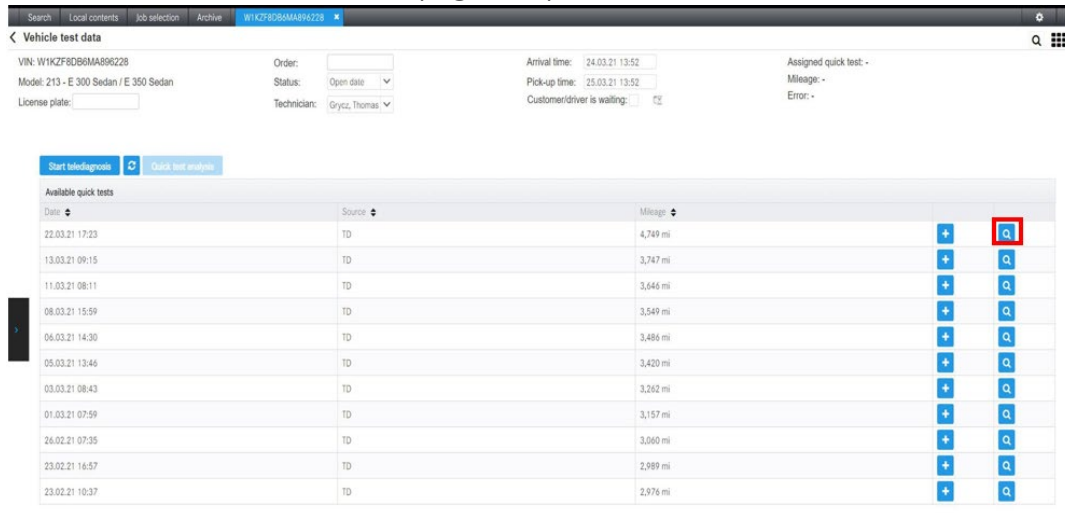
(Figure 5 – Search Telematics Service, A – Telematics Service, B – Search Button)



(Figure 6 – Vehicle test data)



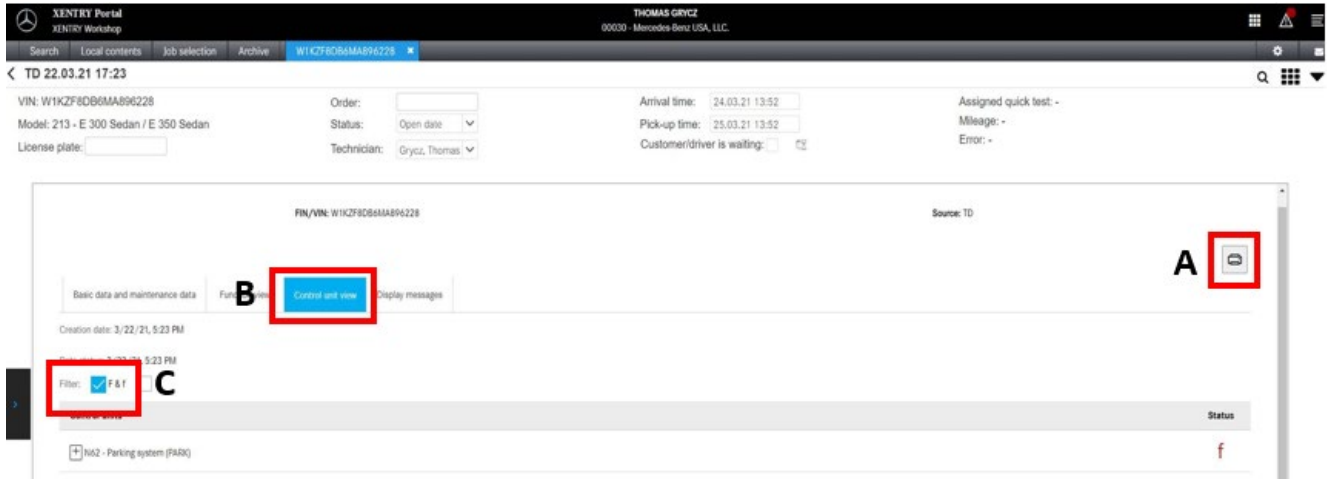
j. Click Search on the latest date (Figure 7)



(Figure 7 – vehicle test data search)

k. Click printer icon (Figure 8, A)

Make sure to have Control Unit (Figure 8, B) and Filter F & f enabled (Figure 8, C)



(Figure 8 – Print/Download, A – Printer icon, B – Control Unit view, C – Filter : F & f enabled)



i. Check Object Number (Figure 9) with Table 1.

	Object number	Supplier	Diagnosis identifier	SW version	HW version
Hardware	206 901 75 07	Continental	000200	21/39 030	20/45 000
Software	206 902 62 06	Continental		21/39 030	
Software	206 902 33 04	Continental		20/45 001	
Software	000 902 88 75	Daimler		20/31 000	

(Figure 9 – Software Object number)

2) Dealer can alternatively check VeDoc (Figure 10 and Table 1)

- A VIN can be searched via VeDoc – (Figure 10, A)
- Click Ramses – Control unit (Figure 10, B)
- Check Object Number (Figure 10, C) with Table 1.
- If the Object matches with any of them ones in Table 1 than the OTA was successful

The screenshot shows the VeDoc interface with the following details:

- A:** Vehicle identification no. (VIN) 4JGFB4K80LA010015
- B:** Selected control unit: **Hermes - Controlunit** (VPDP, HERMES, HERM, 247 901 64 02)
- C:** Object number: **247 902 50 09**

(Figure 10 – VeDoc example. A – VIN, B – Ramses Controlunit, C – Object Number)



Part	Object Number
SW Ramses	A2069026206

Table 1

## Information Regarding Warranty Submissions

**DO NOT** SUBMIT A CLAIM FOR AN OTA UPDATE. When submitting claims for other lines on same RO, the following error in EVA could result: “573 Open recall campaign found. Damage code; <1s> “ (Figure 17).

573 | Open recall campaign found, damage code: <1s>

(Figure 17 – Error message)

In this case, please confirm error with the following text: “OTA update. No update from dealer required.”

