

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Recall Campaign Launch Notification Models: Metris (447) Model Years: 2020 eCall Hermes Software Update	DATE: April 14, 2022



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above




Campaign No. :	Campaign Desc. :	eCall Hermes Software Update
2021120009	VSXHERMPOC	
<p>This is to notify you of a Recall Campaign Launch to update the eCall Software on approximately 13 MY20 Mercedes-Benz Metris vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged "OPEN" in VMI and cannot be sold until remedied.</p>		
Background		
Issue	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 Metris (447) vehicles, the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash. Depending on the crash scenario, a temporary drop in the on-board electrical voltage system may occur. If this occurs, the wrong location may be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will perform a software update on the eCall Hermes module.</p>	
Parts	Software is Available	
Vehicles Affected		
Vehicle Model Year(s)	2020	
Vehicle Model (s)	Metris (447)	
Vehicle Populations		
Total Recall	13	
Dealer Inventory	0	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new Sprinter and/or Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new Sprinter and/or Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in May, 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.	
<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.### ## as of 000001 up to 998795

Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Damage Code	Code
P	02 4762	Operations: Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1 hrs	54 975 58	VSXHERMPOC
P	02 5058	Operations: Connect/disconnect starter battery charger (XENTRY Diagnosis connected)	0.1 hrs	54 975 58	VSXHERMPOC
P	02 0912	Operations: Update software for HERMES control unit (diagnostic system connected)	0.2 hrs	54 975 58	VSXHERMPOC

	Notes on programming control units		AH54.21-P-0001-03Z
	Check		
1	Check whether vehicle is affected by measure.	<p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC) Model 447.### ## as of 000001 up to 575015</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC) Model 447.### ## as of 575018 up to 657351</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC) Model 447.### ## as of 657353 up to 717160</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC) Model 447.### ## as of 717162 up to 998795</p>	<p>SM82.95-S-0017-01AAA</p> <p>SM82.95-S-0017-01AAB</p> <p>SM82.95-S-0017-01AAC</p> <p>SM82.95-S-0017-01AAD</p>

	Update software		
2 AR	Install the 12 V charger.	<p> During the entire work procedure a sufficiently large voltage supply must be provided for the vehicle's on-board electrical system. Otherwise any undervoltage that occurs may damage the control units.</p> <p> Follow the operating instructions for the 12 V charger.</p> <p> Use the 12 V charger to ensure an adequate power supply (min. 12.5 V) for the on-board electrical system battery.</p>	AR54.10-S-1127E
3 AD SI	Install vehicle diagnosis system. Service Information: Regio DVD and Retail Data Storage	<p>If XENTRY Diagnosis is not yet attached.</p> <p> Always make sure that XENTRY Diagnosis is updated to the latest version. For further information on Retail Data Storage, see service information above.</p> <p> It is essential to follow the operation steps in the diagnostic system. If XENTRY Diagnosis is already connected to vehicle, ↓ continue with operation step 4.</p>	AD00.00-S-2000-04E SI00.01-D-0044SG

<p>4</p> <p> AR</p>	<p>Update software for HERMES control unit (N112/9).</p>	<p> To do this, select the following menu items: Quick test view → N112/9 - 'Telematics services' (HERMES) communication module (code: JH3) → Adaptations → Control units update → Updating of control unit software</p> <p> You are then automatically guided through the steps "Updating of control unit software" and "Updating of SCN coding". The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p> <p> After a successful software update of the HERMES control unit (N112/9), the following display appears: The procedure was completed successfully.</p> <p> The process may last several hours.</p>	<p>AR54.21-S-0014E</p>
<p>5</p>	<p>Remove vehicle diagnosis system from vehicle.</p>		
<p>6</p> <p> AR</p>	<p>Remove the 12 V charger from vehicle.</p>		<p>AR54.10-S-1127E</p>