

# Part 573 Safety Recall Report

# 22V-365

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** MAY 26, 2022**NHTSA Recall No. :** 22V-365**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 234,862

Address : 13470 International Parkway

Estimated percentage with defect : 100 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

**Vehicle Information :**

Vehicle 1 : 2019-2021 Mercedes-Benz A220

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 A-Class 1653 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2021 Mercedes-Benz AMG A35

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 AMG A-Class 76 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2017-2021 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2021 C-Class 6399 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 4 : 2019-2021 Mercedes-Benz AMG C43

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG C-Class 579 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2019-2021 Mercedes-Benz AMG C63

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG C-Class 451 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 6 : 2017-2021 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017- 2021 CLA-Class15403 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 7 : 2020-2021 Mercedes-Benz AMG CLA35

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 AMG CLA-Class 85 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 8 : 2019-2021 Mercedes-Benz AMG CLA45

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG CLA-Class 241 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 9 : 2019-2022 Mercedes-Benz CLS450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2022 CLS-Class 764 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 10 : 2019-2021 Mercedes-Benz AMG CLS53

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG CLS-Class 150 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 11 : 2019-2019 Mercedes-Benz E300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 E-Class 1429 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 12 : 2020-2021 Mercedes-Benz E350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 E-Class 851 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 13 : 2019-2021 Mercedes-Benz E450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 E-Class 1442 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 14 : 2019-2021 Mercedes-Benz AMG E53

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG E-Class 177 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 15 : 2019-2021 Mercedes-Benz AMG E63

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG E-Class 295 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 16 : 2019-2021 Mercedes-Benz G550

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 G-Class 1167 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 17 : 2019-2021 Mercedes-Benz AMG G63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG G-Class 1855 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 18 : 2017-2021 Mercedes-Benz GLA250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2021 GLA-Class 40446 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 19 : 2021-2021 Mercedes-Benz AMG GLA35

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLA-Class 25 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 20 : 2019-2021 Mercedes-Benz AMG GLA45

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLA-Class 178 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 21 : 2020-2021 Mercedes-Benz GLB250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLB-Class 945 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 22 : 2021-2021 Mercedes-Benz AMG GLB35

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLB-Class 26 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 23 : 2018-2021 Mercedes-Benz AMG GLS63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2021 GLS-Class 892 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 24 : 2018-2021 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2021 GLC-Class 66350 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 25 : 2019-2020 Mercedes-Benz GLC350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 GLC-Class 5642 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 26 : 2019-2021 Mercedes-Benz AMG GLC43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLC-Class 3770 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 27 : 2019-2021 Mercedes-Benz AMG GLC63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLC-Class 1463 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 28 : 2019-2021 Mercedes-Benz AMG GT

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GT-Class 132 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 29 : 2018-2022 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2022 GLE-Class 10634 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 30 : 2019-2019 Mercedes-Benz GLE400

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 GLE-Class 5636 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 31 : 2019-2021 Mercedes-Benz AMG GTA

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GT-Class 189 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 32 : 2019-2019 Mercedes-Benz AMG GLE43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 AMG GLE-Class 9099 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 33 : 2020-2022 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2022 GLE-Class 1802 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 34 : 2021-2021 Mercedes-Benz AMG GTBS

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GT-Class 189 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 35 : 2021-2022 Mercedes-Benz AMG GLE53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG GLE-Class 1079 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 36 : 2019-2020 Mercedes-Benz AMG GTC

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG GT-Class 192 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 37 : 2019-2021 Mercedes-Benz AMG GTCA

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GT-Class 208 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 38 : 2020-2021 Mercedes-Benz GLE580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLE-Class 79 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 39 : 2019-2020 Mercedes-Benz AMG GTR

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GT-Class 208 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 40 : 2019-2021 Mercedes-Benz AMG GLE63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GLE-Class 1446 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 41 : 2019-2019 Mercedes-Benz AMG GTS

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 AMG GT-Class 27 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 42 : 2019-2020 Mercedes-Benz S450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 S-Class 380 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 43 : 2017-2022 Mercedes-Benz GLS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2022 GLS-Class 27530 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 44 : 2021-2021 Mercedes-Benz S500

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 S-Class 322 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 45 : 2019-2019 Mercedes-Benz GLS550

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 GLS-Class 2148 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 46 : 2019-2020 Mercedes-Benz S560

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 S-Class 1279 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 47 : 2021-2021 Mercedes-Benz S580

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 S-Class 8943 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 48 : 2020-2021 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLS-Class 359 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 49 : 2019-2021 Mercedes-Benz AMG S63

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG S-Class 213 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 50 : 2021-2021 Mercedes-Benz GLS600

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLS-Class 137 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 51 : 2019-2020 Mercedes-Benz S650

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 S-Class 55 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 52 : 2019-2020 Mercedes-Benz AMG S65

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG S-Class 24 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 53 : 2019-2020 Mercedes-Benz SL450

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 SL-Class 2261 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 54 : 2019-2020 Mercedes-Benz SL550

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 SL-Class 1942 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 55 : 2019-2019 Mercedes-Benz AMG SL63

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019 SL-Class 172 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 56 : 2019-2020 Mercedes-Benz SLC300

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 SLC-Class 3853 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 57 : 2019-2020 Mercedes-Benz AMG SLC43

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG SLC-Class 834 vehicles

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 58 : 2019-2021 Mercedes-Benz AMG E53 Coupe/Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG E-Class Coupe/Cabriolet 174 vehicles.

The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 59 : 2019-2021 Mercedes-Benz AMG GT  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2021 AMG GT 530 vehicles.  
The recall population was determined by identifying the vehicles with the affected SIM profile using production records. Vehicles outside of the recall population have the communication module's SIM card software according to specifications.

Production Dates : AUG 05, 2016 - FEB 18, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

## Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2017-2022 CLA-Class, GLA-Class, GLE-/GLS-Class, SLC-Class, A-Class, AMG GT-Class, C-Class, E-Class, S-Class, SL-Class, , GLC-Class, CLS-Class , AMG GT 4-doors Coupe, GLE-Class Coupe, GLB-Class G-Class vehicles (117, 118, 156, 166, 167, 172, 177, 190, 205, 213, 217, 222, 223, 231, 238, 247, 253, 257, 290, 292, 293, , 463 platform), the communication module's SIM card software might inadvertently become disabled

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the manual as well as the automatic 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

Description of the Cause : Due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card software might inadvertently become disabled.

Identification of Any Warning that can Occur : The driver will not receive a warning due to the nature of the failure mechanism.

## Involved Components :

Component Name 1 : SW communication module

Component Description : SW communication module

Component Part Number : A2139023009

Component Name 2 : SW communication module

Component Description : SW communication module

Component Part Number : A2139026917

---

Component Name 3 : SW communication module

Component Description : SW communication module

Component Part Number : A2139024122

---

Component Name 4 : SW communication module

Component Description : SW communication module

Component Part Number : A2229027413

---

Component Name 5 : SW communication module

Component Description : SW communication module

Component Part Number : A1779021200

---

Component Name 6 : SW communication module

Component Description : SW communication module

Component Part Number : A2229027712

---

Component Name 7 : SW communication module

Component Description : SW communication module

Component Part Number : A2229023217

---

Component Name 8 : SW communication module

Component Description : SW communication module

Component Part Number : A2229026318

---

Component Name 9 : SW communication module

Component Description : SW communication module

Component Part Number : A2479026100

---

Component Name 10 : SW communication module

Component Description : SW communication module

Component Part Number : A2479026600

---

Component Name 11 : SW communication module

Component Description : SW communication module

Component Part Number : A2229022118

---

Component Name 12 : SW communication module

Component Description : SW communication module

Component Part Number : A1779024806

---

Component Name 13 : SW communication module

Component Description : SW communication module

Component Part Number : A2229027218

---

Component Name 14 : SW communication module

Component Description : SW communication module

Component Part Number : A2479029901

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Component Name 15 : SW communication module

Component Description : SW communication module

Component Part Number : A2229026619

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Component Name 16 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2229026719

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Component Name 17 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479026702

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Component Name 18 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479028701

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Component Name 19 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2229027718

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Component Name 20 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479021903

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Component Name 21 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2229029819

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Component Name 22 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479025603

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Component Name 23 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479027803

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Component Name 24 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479029301

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Component Name 25 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479022704

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Component Name 26 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2229029020

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Component Name 27 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2229029220

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Component Name 28 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479021108

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Component Name 29 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2229021021

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Component Name 30 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479020809

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Component Name 31 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479025009

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Component Name 32 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2229022621

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Component Name 33 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479023512

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Component Name 34 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2229024021

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Component Name 35 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479026513

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Component Name 36 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239027800

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Component Name 37 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239023307

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Component Name 38 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239026409

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Component Name 39 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239028410

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Component Name 40 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239022516

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Component Name 41 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239021917

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Component Name 42 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239020419

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Component Name 43 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239020719

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Component Name 44 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239022725

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Component Name 45 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239020010

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Component Name 46 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239024719

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Component Name 47 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239027004

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Component Name 48 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2239027407

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Component Name 49 : SW communication module  
Component Description : SW communication module  
Component Part Number : A2479021803

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## Supplier Identification :

### Component Manufacturer

Name : IDEMIA SAS  
Address : 2 Place Samuel de Champlain  
Courbevoie Foreign States 92400

Country : France

### Chronology :

In February 2020, MBAG received a first isolated field complaint (outside US) regarding a disabled SIM card, in which the customer experienced issues with the Mercedes Me Connect functions. With the receipt of additional field complaints in the following months an investigation was launched together with the supplier of the communication module. In September 2020, the sub supplier of the SIM card was able to confirm that a triggered security mechanism was the root cause of the disabled SIM cards. Following this, the investigation focused on identifying what triggered the security mechanism. From May 2021, the SIM Card supplier focused on SIM cards for North America with a specific SIM software and performed extensive tests. In September 2021, the supplier was able to narrow down the root cause to the behavior of a specific SIM software based on tests and field data. In the following month, the root cause was confirmed and an extensive analysis regarding potential effects was initiated and performed until February 2022. In March 2022, MBAG identified potentially affected vehicles with the affected SIM software.

On May 13, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is currently aware of 191 field reports in the US that are related to this issue that were received from May 6, 2020 to May 16, 2022

MBAG has not received any reports of crashes, injuries, or property damage, associated with this issue.

### Description of Remedy :

**Description of Remedy Program :** The supplier of the SIM card will update the SIM software of the communication modules on the affected vehicles. This update is planned to be performed over-the-air (“OTA”).  
If the over-the-air update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA plans to provide notice about pre-notice reimbursement to owners since the involved vehicles would not have been previously subject to the condition described.

**How Remedy Component Differs from Recalled Component :** The communication module's SIM card software  
Remedy Part No:

- SW communication module A2139023009
- SW communication module A2139026917
- SW communication module A2139024122
- SW communication module A2229027413
- SW communication module A1779021200
- SW communication module A2229027712

SW communication module	A2229023217
SW communication module	A2229026318
SW communication module	A2479026100
SW communication module	A2479026600
SW communication module	A2229022118
SW communication module	A1779024806
SW communication module	A2229027218
SW communication module	A2479029901
SW communication module	A2229026619
SW communication module	A2229026719
SW communication module	A2479026702
SW communication module	A2479028701
SW communication module	A2229027718
SW communication module	A2479021803
SW communication module	A2479021903
SW communication module	A2229029819
SW communication module	A2479025603
SW communication module	A2479027803
SW communication module	A2479029301
SW communication module	A2479022704
SW communication module	A2229029020
SW communication module	A2229029220
SW communication module	A2479021108
SW communication module	A2229021021
SW communication module	A2479020809
SW communication module	A2479025009
SW communication module	A2229022621
SW communication module	A2479023512
SW communication module	A2229024021
SW communication module	A2479026513
SW communication module	A2239027800
SW communication module	A2239023307
SW communication module	A2239026409
SW communication module	A2239028410
SW communication module	A2239022516
SW communication module	A2239021917
SW communication module	A2239020419
SW communication module	A2239020719
SW communication module	A2239022725
SW communication module	A2239020010
SW communication module	A2239024719
SW communication module	A2239027004
SW communication module	A2239027407

Identify How/When Recall Condition was Corrected in Production : A change in the SIM profile at our supplier ensures that this issue can no longer occur from February 21, 2022 onwards.

**Recall Schedule :**

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on May 27, 2022. Owners will be notified of the voluntary recall campaign before July 19, 2022  
A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 27, 2022 - NR

Planned Owner Notification Date : JUL 19, 2022 - NR

\* NR - Not Reported