

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 Update Launch Notification Update Communication Module Software – Wave 1 + Unreachable OTA Vehicles MY22 EQS-Class, and S-Class (297 and 223 platform)	DATE: October 14, 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 Update Launch Notification			October 14, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Communication Module Software - Wave 1 + Unreachable OTA Vehicles
2022010006	21V00J	21P5498712	
<p>This is to notify you of the update for the Recall Campaign Launch to update the communication module software – first wave - in 411 Model Year (“MY”) 2022 EQS-Class and S-Class (297 and 223 platform) 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 “OPEN” on January 28, 2022. 205 vehicles have been switched from OTA (“Over-the-Air”) campaign and added to the first wave and flagged in VMI as “OPEN” on October 14, 2022.</p>			
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 is conducting a voluntary recall. An authorized Mercedes-Benz dealer will update the communication module software for the automatic emergency call system on the affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2022		
Vehicle Model	EQS-Class, and S-Class		
Vehicle Populations			
Total Recall Population	206 (Wave 1) + 205 (Unreachable OTA Vehicles)		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY22 EQS-Class and S-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 Xentry. Once the repair is complete, the vehicle may be sold or leased.</p> <p>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).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY22 EQS-Class and S-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	A Customer letters update will be mailed approximately on November 4, 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, 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.</p>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022010006, January 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class and EQS-Class (223, 297 platform)**
Model Year 2022

Function Communication Module

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.

Prior to performing this Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 411 vehicles are affected.

Order No. P-RC-2022010006

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

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Update "telematics services"(RAMSES) communication module control unit software

- i** • Ensure use of **XENTRY Diagnosis version 12/2021** or higher.
 - Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
 - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.
- i** If two or more software updates or SCN codings are performed during one workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update "telematics services" (RAMSES) communication module control unit software.
 - i** To do this, select menu item "Quick test view – N112/2 Communication module 'Telematics services' (RAMSES) – Adaptations – Control unit update – Updating of control unit software."
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

i **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair.*

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 987 12	02-9334	Update "telematics services" (RAMSES)communication module control unit software (with XENTRY Diagnosis connected)	0.1 h
	02-4762*	Connect/disconnect diagnosis system (XENTRY Diagnosis)	0.1 h
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h

* Operation item may only be invoiced once for each workshop order!

i **Note:** *Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*