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 206 vehicles are affected.

Order No. P-RC-2022010006

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.

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[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.*