

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 Software of Engine Control Unit</b> <b>MY21 S-Class and Maybach S-Class (223 platform)</b>	DATE: January 15, 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**

January 15, 2022

Campaign No. :

NHTSA ID

Campaign Desc. :

2022010002

21V843

21P5499010

**Update Software of Engine  
Control Unit**

This is to notify you of a **Recall Campaign launch** to update the software on the Engine Control Unit on **8,667** Model Year ("MY") 2021 S-Class and Maybach 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 **January 15, 2022**.

**Background****Issue**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 S-Class and Maybach S-Class (223 platform) vehicles, the engine control unit software might not meet current production specifications. In this case, the vehicle may stall shortly after engine start, and a subsequent restart might not be possible. This might occur without pre-warning, and independent of the driving situation, which could increase the risk of a crash.

**What We're Doing**

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the engine control unit software on the affected vehicles

**Parts**

**The remedy is available and can be performed.**

**Vehicles Affected****Vehicle Model Year(s)**

2021

**Vehicle Model**

S-Class and Maybach S-Class

**Vehicle Populations****Total Recall Population**

8,667

**Total Vehicles in Dealer Inventory**

306

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21 S-Class and Maybach 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 Star TekInfo. 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 MY21 S-Class and Maybach S-Class vehicles covered by this notification until the vehicle has been repaired.**

**Next Steps/Notes****Customer Notification Timeline**

Customer letters will be mailed on 1/28/2022.

**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.



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022010002, January 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**  
**Model Year 2021**

## **Update Software of ECU**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 S-Class and Maybach S-Class (223 platform) vehicles, the engine control unit software might not meet current production specifications. In this case, the vehicle may stall shortly after engine start, and a subsequent restart might not be possible. This might occur without pre-warning, and independent of the driving situation, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will update the engine control unit software on the affected vehicles.

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 8,667 vehicles are affected.

Order No. P-RC-2022010002

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

# Recall Campaign Bulletin

Recall Campaign Bulletin



Recall Campaign Bulletin

Recall Campaign Bulletin



Recall Campaign Bulletin


## Update engine electronics (ME) control unit software

Model 223 with M176

-  • Ensure use of **XENTRY Diagnosis version 09/2021** or higher.
  - Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
  - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
  - Use a 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**.
-  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 engine electronics (ME) control unit software.
  -  To do this, select menu item "Quick test view – **N3/10 Motor electronics (ME)** – Adaptations – Control unit update – Updating of control unit software."
  -  Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

 **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.)
54 990 10	02-9334	Update engine electronics (ME) control unit software (with XENTRY Diagnosis connected)	0.1 h
	02-4762*	Connect/disconnect diagnostic 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!

 **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.