

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022010003, January 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class and EQS (223,297 platform)**
Model Year 2021-2022

Update MBUX System Configuration

Mercedes-Benz AG ("MBAG") has determined that on certain Model Year ("MY") 2021-2022 S-Class (223 platform) and EQS (297 platform) vehicles with an active and connected Mercedes me connect account, the MBUX system configuration might not meet specifications. In this case, several functions and applications (e.g. TV, digital owner's manual) would not be disabled while driving, as intended. This would allow vehicle occupants to activate those functions while the vehicle is driving. If an occupant were to actively select the function or application while the vehicle is driving, then driver distraction might result which could increase the risk of a crash. An authorized Mercedes-Benz dealer will update the MBUX system configuration in 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 35 vehicles are affected.

Order No. P-RC-2022010003

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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
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Reset head unit control unit to manufacturer default settings

Model 223; 297


Work Procedure

1. Switch on ignition.
 2. Carry out the following click sequence in MBUX:
MBUX Home button → Settings → System → Reset (see operator's manual).
 -  If the MBUX is reset to the manufacturer default settings, personalized settings not related to a user profile must be set again.
Known user profiles must be signed into again.
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 **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.)
54 954 13	02-0490	Reset MBUX to manufacturer default settings	0.1 h

 **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.*