

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022070020, August 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS-Class (297 platform)**
Model Year 2022

Inspect Thread Tow Points

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022 EQS-Class (297 platform) vehicles, the threaded towing point in the front and/or rear bumper might not meet current production specifications. In this case, the required thread depth for the tow eye might not be sufficient. As a result, it cannot be ruled out that the connection to the tow eye may loosen when installed, which could increase the risk of an accident or injury during vehicle loading and transport. An authorized Mercedes-Benz dealer will inspect the thread of the tow points on the affected vehicles and replace, if necessary.

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 1,952 vehicles are affected.

Order No. P-RC-2022070020

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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Check thread of towing eye in front and rear crossmember, replace if necessary

Check/test procedure

i Use the towing eye stored in the vehicle tool kit for the test procedure.

1. Screw towing eye (A) into front crossmember (B) by hand. It must be possible to rotate the towing eye up to the end stop completely by hand.

i Rotate the towing eye at least 9 revolutions in the crossmember (B).

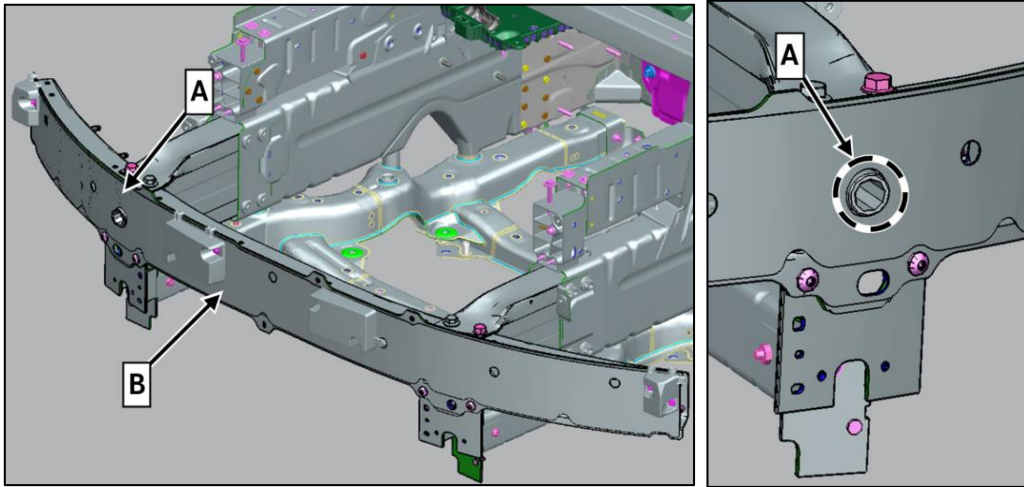


Figure 1

2. Screw towing eye (A) into rear crossmember (B) by hand. It must be possible to rotate the towing eye up to the end stop completely by hand.

i Rotate the towing eye at least 9 revolutions in the crossmember (B).

i For vehicles with **code 550** (trailer hitch) this process is **not required**.

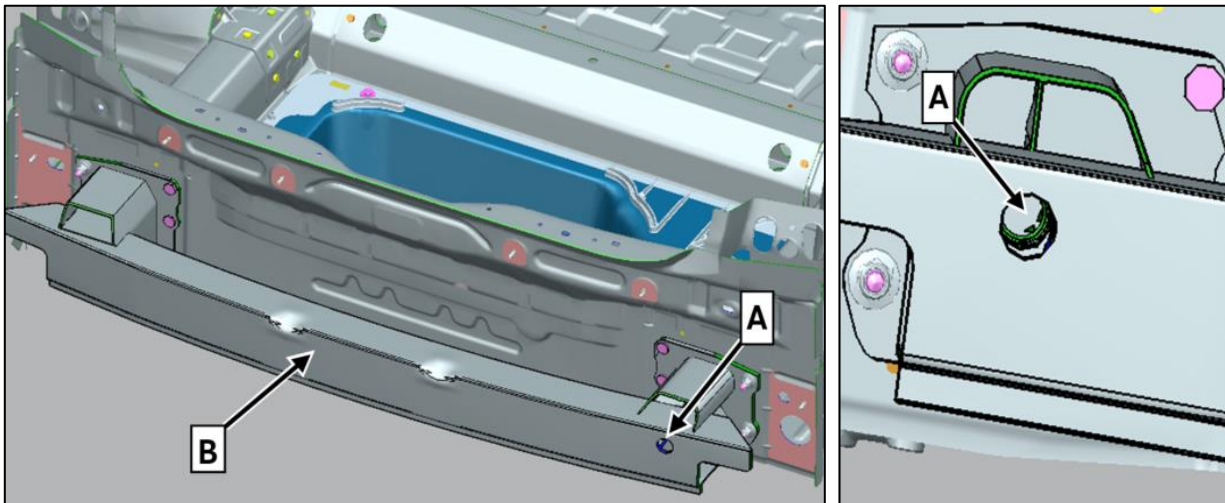


Figure 2

a. If the towing eye can be screwed in 9 revolutions by hand up to end stop.

End measure

b. If the towing eye **cannot** be screwed in with 9 revolutions up to the end stop by hand: Carry out **scope of work procedure A or B**

Work procedure A

- i** If the thread in front crossmember is damaged.
- i** Perform sensor and camera calibration as needed according to vehicle specific WIS requirements.

1. Replace crossmember under front bumper
 - i** For basic data, see AR88.30-P-1064EQS

Work procedure B

- i** If the thread in rear crossmember is damaged.

1. Replace crossmember under rear bumper
 - i** Basic data for rear bumper AR88.20-P-2250EQS.
 - Nm** Rear crossmember nut on rear-end floor **55 Nm**.

Primary Parts Information

| Qty. | Part Name | Part Number |
|-----------------|-------------------|-----------------|
| As required (1) | Front crossmember | A 297 620 25 00 |
| As required (1) | Rear crossmember | A 297 610 60 00 |

- i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

- 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.) |
|-------------|------------------|---|-------------------|
| 31 903 02 | 02-0117 | Check thread of towing eye in front and rear crossmember | 0.2 |
| | 02-0143 | Replace the addition to the front cross member, carry out the calibration drive | ZM |
| | 02-0118 | Replace front crossmember (after check) | 3.6 |
| | 02-0119 | Replace rear crossmember (after check) | 1.5 |

- 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.*