

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 MBUX Multimedia System Software</b> <b>MY21-22 EQS-Class and S-Class (223 and 297 platform)</b>	DATE: August 5, 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			August 5, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Update MBUX Multimedia System Software</b>
2022080002	22V493	22P5498728	
<p>This is to notify you of the <b>Recall Campaign</b> launch to update the MBUX multimedia system software on <b>8,530</b> Model Year ("MY") 2021-2022 EQS-Class and S-Class (223 and 297 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on <b>August 5, 2022</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2022 EQS-Class and S-Class (223 and 297 platform) vehicles, the MBUX multimedia system software might not meet current production specifications. As a result, the central display might not be activated as intended when the vehicle is unlocked. In this case, the rearview camera image might not be displayed in the central display when the driver engages reverse gear. Instead, the central display would remain black. A deactivation or freezing of the rearview camera image during reverse driving can be ruled out. A rearview camera image that might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) when beginning to back up might impair rear visibility, which might increase the risk of a crash.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the MBUX multimedia system software on the affected vehicles.</p>		
<b>Parts</b>	<p><b>The remedy is available and can be performed.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021-2022		
<b>Vehicle Model</b>	EQS-Class and S-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	8,530		
<b>Total Vehicles in Dealer Inventory</b>	38		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21-22 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 Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p>			
<p><b>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).</b></p>			
<p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY21-22 EQS-Class and S-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately on August 19, 2022.		
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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. 2022080002, August 2022

TO: ALL MERCEDES-BENZ CENTERS

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

**Update MBUX Multimedia System Software**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2022 EQS-Class and S-Class (223 and 297 platform) vehicles, the MBUX multimedia system software might not meet current production specifications. As a result, the central display might not be activated as intended when the vehicle is unlocked. In this case, the rearview camera image might not be displayed in the central display when the driver engages reverse gear. Instead, the central display would remain black. A deactivation or freezing of the rearview camera image during reverse driving can be ruled out. A rearview camera image that might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) when beginning to back up might impair rear visibility, which might increase the risk of a crash. An authorized Mercedes-Benz dealer will update the MBUX multimedia system 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 8,530 vehicles are affected.

Order No. P-RC-2022080002

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 MBUX Multimedia System Software

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- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (06/2022)** 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, invoice operation items 02-4762 and 02-5058 **only once for each workshop order**.

### Work Procedure

1. Connect XENTRY Diagnosis.
2. Update **MBUX multimedia system (A26/17)** control unit software.
  - i** To do this, select menu item "Quick test view – A26/17 MBUX multimedia system (head unit) - 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 28	02-9334	Update head unit control unit software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

\* Invoice operation item only 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.*