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

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.*