

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>Replace the Windshield</b> <b>MY22 EQS (297 platform)</b>	DATE: March 17, 2023

## **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**

**March 17, 2023**

Campaign No. :

NHTSA ID

Campaign Desc. :

2023030002

23V074

23P8191001

**Replace the Windshield**

This is to notify you of the **Recall Campaign Launch** to replace the windshield on **3** Model Year (“MY”) 2022 EQS (297 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 **March 17, 2023**.

**Background**

**Issue**  
Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022 EQS (297 platform) vehicles, the multi-purpose camera and the rearview mirror may be insufficiently attached to the windshield and might detach, impairing front passenger air bag deployment and various assistance systems, including Adaptive Cruise Control (DISTRONIC) with active steering assist, Brake Assist with pedestrian detection, Lane Keeping Assist, Traffic Sign Assist, Augmented Reality function and Rain and Light Sensors. Impaired deployment of an air bag could increase the risk of injury, and impaired driver assistance safety systems could increase the risk of a crash.

**What We’re Doing**  
MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will replace the windshield and reinstall the multi-purpose camera and rearview mirror.

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

**Vehicles Affected**

**Vehicle Model Year(s)** | 2022

**Vehicle Model** | EQS

**Vehicle Populations**

**Total Recall Population** | 3

**Total Vehicles in Dealer Inventory** | 0

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 rental car companies to rent vehicles covered by this notification until the vehicle has been repaired.**

**Next Steps/Notes**

**Customer Notification Timeline** | Customer letter will be mailed on March 31, 2023.

**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. 2023030002, March 2023

TO: ALL MERCEDES-BENZ CENTERS

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

## **Replace the Windshield**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022 EQS (297 platform) vehicles, the multi-purpose camera and the rearview mirror may be insufficiently attached to the windshield and might detach, impairing front passenger air bag deployment and various assistance systems, including Adaptive Cruise Control (DISTRONIC) with active steering assist, Brake Assist with pedestrian detection, Lane Keeping Assist, Traffic Sign Assist, Augmented Reality function and Rain and Light Sensors. Impaired deployment of an air bag could increase the risk of injury, and impaired driver assistance safety systems could increase the risk of a crash. An authorized Mercedes-Benz dealership will replace the windshield and reinstall the multi-purpose camera and rearview mirror.

Prior to performing this Campaign:

- VMI must 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 3 vehicles are affected.

Order No. P-RC-2023030002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

# Recall Campaign Bulletin

**Replace windshield**Model 297

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**Work Procedure**

1. Replace windshield.

**i** For basic data, see AR67.10-P-1700EQS.

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**Primary Parts Information**

Qty.	Part Name	Part Number
1	Windshield	A 297 670 82 00
1	Single-component adhesive	A 000 989 49 05

**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.

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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.)
81 910 01	12-1640	Replace windshield	ZM

**i** **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*