

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: Recall Campaign Initial Notification Update ESP Monitoring Software MY22-23 EQS and S-Class (297 and 223)	DATE: May 26, 2023

IMPORTANT RECALL CAMPAIGN INFORMATION

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 Initial Notification			May 26, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Update ESP Monitoring Software
TBA	23V360	23P2197604	
<p>This is to notify you of the new Recall Campaign to update the ESP monitoring software on 7,558 Model Year ("MY") 2022-2023 EQS and S-Class (297 and 223 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on May 26, 2023.</p>			
Background			
Issue	<p>Mercedes-Benz AG has determined that on certain EQS (297 platform) and S-Class (223 platform) vehicles, the Electronic Stability Program ("ESP") monitoring software might not meet current production specifications. Under certain conditions, the ESP monitoring software could erroneously determine a fault condition. In that event, the ESP fault response would limit the functionality of the vehicle's dynamic control systems (ABS, ASR, ESP, and EBD) and the speedometer could indicate a speed of 0 mph, regardless of the actual vehicle speed. This might increase the risk of a crash.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the ESP control unit software on the potentially affected vehicles.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2022-2023		
Vehicle Model	EQS and S-Class		
Vehicle Populations			
Total Recall Population	7,558		
Total Vehicles in Dealer Inventory	0		
<p>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 NetStar VMI and Xentry Portal. Once the repair is complete the vehicle may be sold or leased.</p> <p>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).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before July 14, 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.		
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.		
<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>			

