

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: Emissions Recall Campaign Notification Battery Management System Software MY19 S560e hybrid (222 platform)	DATE: March 19, 2021

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 Launch Notification

March 19, 2021

Campaign No. :

CA DMV. :

Campaign Desc. :

Battery Management System Software

2020070002

200702

20P5497511

This is to notify you of the **Emissions Recall Campaign LAUNCH** concerning the battery management system software on 12 MY 2019 Model S560e hybrid vehicles (222 platform). A customer notification letter will be mailed to customers advising of this emissions recall, which may generate questions. Affected VINs will be flagged in VMI as "OPEN" on March 19, 2021

Background

Issue

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, determined that on certain S-Class S560e hybrid vehicles (222 platform), the battery management system software for the high voltage battery might not meet applicable specifications. In this case, the fault memory of the engine control unit would be cleared each time the battery management system is powered up during a "cold start" or a restart within five minutes after idle. Therefore, an OBD or emission relevant defect might not be confirmed in the engine control unit and so might not be indicated by a MIL. In this case, applicable requirements might not be fulfilled.

What We're Doing

MBUSA will conduct a voluntary Emissions Recall Campaign. An authorized Mercedes-Benz dealer will update the battery management system software.

Parts

Parts are not required for this campaign since the remedy is software based.

Vehicles Affected

Vehicle Model Year(s)

2019

Vehicle Model

S-Class

Vehicle Populations

Total Recall Population

12

Notice to California Dealers: As required by 13 CCR 2117, a proof of correction ("POC") certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.

Next Steps/Notes

Customer Notification Timeline

A customer notification will be provided for this Emissions Campaign. Customer letters will be mailed on March 26, 2021

AOMS/SOMS

AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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.





Mercedes-Benz

Campaign No. 2020070002, March 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (222 platform)**
Model Year 2019
Update the Battery management system (BMS) software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 S-Class S560e hybrid (222 platform) vehicles, the Battery Management System (BMS) software for the high-voltage battery might not meet current production specifications. In this case, the fault memory of the engine control unit would be cleared each time the BMS is powered up during a "cold start" or a restart within five minutes after idle. Therefore, an OBD or emission relevant defect might not be confirmed in the engine control unit and thus, might not be indicated by the MIL. In this case, applicable requirements might not be fulfilled. In addition, due to resetting various diagnostics, the vehicle might not pass a SMOG check. An authorized Mercedes-Benz dealer will update the BMS software.

Prior to performing this Recall 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 Recall Campaign bulletin and follow the repair procedure exactly as described.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 12 vehicles are involved.

Order No. P-RC-2020070002

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.

i Note:

- Use Xentry 3/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Procedure

1. Connect XENTRY Diagnosis.
2. Update N82/2 - Battery management system (BMS) software.

i To do this, select menu item "Quick test view" ➡ **N82/2 - Battery management system (BMS)** ➡ Adaptations ➡ Control unit update ➡ Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

i **The following step applies to California dealers only.**

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank area of the label. The campaign number for the California Proof of Correction is unique and must be entered as such (200702), your dealer code, and the date of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1



The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14), after you scan a completed form and attach to the RO. The campaign number for the California Proof of Correction is unique and must be entered as such (200702).

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer			Recall Number	
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name		Address, City, State and Zip		
Date		Dealership's Authorized Signature		
		X		
Please use California Campaign Number as mentioned in the work instructions.				
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

Primary Parts Information

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 42 14
1	Label (CA Dealers Only)	A 000 584 54 13

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update N82/2 - Battery management system (BMS) software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 975 11 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

* Operation item may be invoiced only once for each workshop order



Note

Operation Number labor times are subject to change