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: **Service Campaign Launch Notification** **Update Powertrain Control Unit Software** **MY22 EQS-Class (297)**	DATE: April 8, 2022

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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

Service Campaign Launch Notification		April 8, 2022
Campaign No. :	**Campaign Desc. :**	**Update Powertrain Control Unit Software**
2022030031	21P5499105	

This is to notify you of the Service Campaign Launch to update the powertrain control unit software on **1,876** Model Year ("MY") 2022 EQS-Class (297 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **April 8, 2022**

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2022 EQS-Class (297 platform) vehicles, the powertrain control unit software may not correspond to current product specifications. It is possible that the vehicle may not enter into "READY" mode and if so, the vehicle would not start. In addition, a warning message may be displayed (e.g. "Towing prohibited", battery symbol with text "Fault", "High-voltage electrical system fault", or "error message about the 12V battery") in the instrument cluster.
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the powertrain control unit software.
Parts	**The Remedy is available and can be performed as necessary.**

Vehicles Affected

Vehicle Model Year(s)	2022
Vehicle Model	EQS-Class

Vehicle Populations

Total Campaign Population	1,876

Next Steps/Notes

AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.

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.

Campaign No. 2022030031, April 2022

TO: ALL MERCEDES-BENZ CENTERS

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

Update Powertrain Control Unit Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2022 EQS-Class (297 platform) vehicles, the powertrain control unit software may not correspond to current product specifications. It is possible that the vehicle may not enter into "READY" mode and if so, the vehicle would not start. In addition, a warning message may be displayed (e.g. "Towing prohibited", battery symbol with text "Fault", "High-voltage electrical system fault", or "error message about the 12V battery") in the instrument cluster. An authorized Mercedes-Benz dealer will update the powertrain control unit software.

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 1,876 vehicles are affected.

Order No. P-SC-2022030031
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 powertrain control unit (PTCU) software
Model 297

| i | • Ensure use of **XENTRY Diagnosis version 12/2021** 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, operation items 02-4762 and 02-5058 may be invoiced
only once for each workshop order.

Work Procedure

1. Connect XENTRY Diagnosis.

2. Update powertrain control unit (PTCU) software.

| i | To do this, select menu item "Quick test view – N127 Drivetrain (PTCU) – 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.)
54 991 05	**02-9334**	Update powertrain control unit (PTCU) 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

*   Operation item may be invoiced 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.*