

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>Service Campaign Launch Notification</b> <b>Provide hardcopy of Owner's Manual and update Digital Owner's Manual</b> <b>MY23 EQS (296 platform)</b>	DATE: June 16, 2023

## IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



<b>Service Campaign Launch Notification</b>		June 16, 2023
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Provide hardcopy of Owner’s Manual and update Digital Owner's Manual</b>
2023040015	23P5892019	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to provide a hardcopy Owner’s Manual and to update the Digital Owner’s Manual in <b>30</b> Model Year (“MY”) 2023 EQS (296 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>June 16, 2023</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 EQS (296 platform) vehicles, limited or no customer-ready operating instructions and supplemental content were provided with the vehicle; furthermore, only a partially customer-ready Digital Owner's Manual was flashed on the head unit. As a result, customers may receive operating instructions that are not suitable for their market and/or are not in their language. Additionally, there may be missing function descriptions, and technical and safety information that are not user-friendly, which may lead to customer complaints.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealership will provide a hardcopy of the Owner’s manual update the Digital Owner's Manual.	
<b>Parts</b>	The remedy is available and can be performed as necessary. The Operator's Manual, as well as supplements and ACCORDION-FOLD DOCUMENT must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2023	
<b>Vehicle Model</b>	EQS	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	30	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs – This campaign may generate questions from your dealers.	
<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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2023040015, June 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS (296 platform)**  
**Model Year 2023**

### **Provide hardcopy of Owner's Manual and update Digital Owner's Manual**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 EQS (296 platform) vehicles, limited or no customer-ready operating instructions and supplemental content were provided with the vehicle; furthermore, only a partially customer-ready Digital Owner's Manual was flashed on the head unit. As a result, customers may receive operating instructions that are not suitable for their market and/or are not in their language. Additionally, there may be missing function descriptions, and technical and safety information that are not user-friendly, which may lead to customer complaints. An authorized Mercedes-Benz dealership will provide a hardcopy of the Owner's manual update the Digital Owner's Manual.

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 30 vehicles are affected.

Order No. P-SC- 2023040015

# Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

## Provide Hardcopy of Owner's Manual and update Digital Owner's Manual

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
- Follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure step 2**.
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

### Work Procedure

- i** Update Digital Owner's Manual.
  1. Connect XENTRY Diagnosis.
  2. Update Digital Owner's Manual.
    - i** To do this, select menu item "Quick test view – **MBUX control unit** – Adaptations – Control unit update – Update of control unit software".
    - i** Then follow the user guidance in XENTRY Diagnosis.
    - i** The Digital Owner's Manuals are automatically downloaded to XENTRY Diagnosis via the Retail Data Storage and matched to the vehicle.
  3. Disconnect XENTRY Diagnosis.
  4. Check if the Owner's Manual is present in the vehicle document wallet, as well as whether the supplements and ACCORDION-FOLD DOCUMENT are present and whether the part number is correct.
    - i** The missing or incorrect Owner's Manual, as well as supplements and ACCORDION-FOLD DOCUMENT must be replaced or enclosed as an aftermarket measure.
    - The Owner's Manual, as well as supplements and ACCORDION-FOLD DOCUMENT must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

**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.)
58 920 19	02-9445**	Update Digital Owner's Manual (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
	02-9471**	Check Owner's manual, supplements and accordion-fold document, enclose if necessary	0.1

\* Invoice operation item only once for each workshop order.

\*\* Please manually enter the code (23P5892019) and accounting number (58 920 19) in the workshop order as per the work instruction

**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.*