

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Update Software for Various Control Units – Wave 1 MY22-23 EQS (297 platform)	DATE: August 22, 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

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		August 22, 2023
Campaign No. :	Campaign Desc. :	Update Software for Various Control Units – Wave 1
2023070020	23P5499320	
<p>This is to notify you of the Service Campaign Launch to update the software for various control units in 2,015 Model Year (“MY”) 2022-2023 EQS (297 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on August 22, 2023.</p>		
Background		
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2022-2023 EQS (297 platform) vehicles, the software for various control units does not meet current specifications. An extensive optimization update will be implemented on the affected vehicles. Also, a special procedure has already been implemented in Xentry. The software updates will include, but are not limited to, increased system robustness, increased augmented reality camera quality, implementation of the Zync-App for video streaming via the head unit, and implementation of Dolby Atmos for an improved audio experience.</p>	
What We’re Doing	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the control units.</p>	
Parts	<p>The remedy is available and can be performed as necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2022-2023	
Vehicle Model	EQS	
Vehicle Populations		
Total Campaign Population	2,015 (wave 1)	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This campaign may generate questions from your dealers.</p>	
<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>		



Frequently Asked Questions (FAQ's)

General:

- ❖ **What vehicles are included in the update?**
 - All MY22-23 EQS vehicles from start of production (“SOP”) until 4/21/23 except AMG vehicles.
- ❖ **Will the campaign be rolled out in waves?**
 - Yes, the campaign will be rolled out in waves, where the first wave will include ~2k vehicles with software updates. Second wave for software and complementary pillows.
- ❖ **How can I determine if a vehicle is included in the campaign?**
 - VINs will be flagged as “OPEN” in Netstar-VMI under campaign 2023070020.
- ❖ **Will this service campaign expire?**
 - Campaign will expire on 12.31.2028.
- ❖ **Is this campaign mandatory and does it address any safety issues?**
 - MBUSA encourages all customers to have this campaign performed. However, this campaign is not mandatory and not safety related.
- ❖ **Does the vehicle need to be brought to the dealer to have the campaign completed?**
 - Yes. The software updates can only be performed at the dealer. Mobile Repair should not be used due to the duration of time needed to complete the software update and constraints on internet connectivity.
- ❖ **How many control units will be updated as part of the software updates?**
 - A total of up to 37 ECUs may be updated as part of this service campaign.
- ❖ **Will the customers notice the enhancements after completion?**
 - There are no prominent enhancements. The most noticeable enhancements are the implementation of the Zync app for video streaming and the implementation of an improved audio experience through Dolby Atmos.
- ❖ **What are some best practices for customer convenience?**
 - In addition to the other FAQs topics, MBUSA recommends;
 - This procedure is performed in the morning to ensure vehicles are not left overnight unattended
 - Please review Netstar-VMI for additional campaigns which may also be needed before the service visit to ensure the customer has an accurate timeframe when all service measures would be completed.



Dealer:

- ❖ **How will customers be notified or made aware of this campaign?**
 - Customer letters will not be utilized for this Service Campaign. An in-vehicle notification is under evaluation based on completion rates after launch. The customers will be notified of a Mercedes me connect (“MMC”) extension and how long of an extension through the MMC app.
- ❖ **Should a hardwired internet connection be used?**
 - A hardwired internet connection is recommended for the entire Xentry software update to ensure the fastest update method possible.
- ❖ **What if a customer declines to have the campaign performed?**
 - All customers are encouraged to have this campaign performed to avoid potential future complaints on various functionalities. Should a customer decline to have this performed, the campaign will remain available in Netstar-VMI for ~5 years should the customer accept in the future or a change in ownership occurs. After this time the update may not be available.
- ❖ **What should I do if I run into a problem with updating the software?**
 - Always follow the prompts in Xentry and do not interrupt the special procedure. If support is needed, please submit an XSF ticket with subject “Q0297” to ensure your case is managed by a dedicated team for this campaign. Additional time needed to remedy isolated issues may be claimed time under damage code: 54 993 20.
 - Document – Open TIPS Case, Time of incident, incident details, and how long the process took to fix such instance.
- ❖ **Can I interrupt the software update once it has started?**
 - No, the software update should not be interrupted until the software has completed installation. After the software update for the “Parking system control unit” has completed, the software update can be stopped and then resumed at a later time for “All control units”.
- ❖ **Can I run a teach-in process if the software update has failed?**
 - Yes a software teach-in process should be performed if the software update has failed. If the teach in process is not successful please submit an XSF ticket related to the issue.
- ❖ **Does a 12V battery charger need to be connected to the vehicle during the software update?**
 - Yes, the 12V system must be maintained by a battery charger during the software update. The HV battery will not maintain the 12V battery during the software update.
- ❖ **Can I place any cables above the front door windows during the software update?**
 - No, cables should not be placed on or above the front door windows during the software update as the teach-in process would be inconclusive when performed. Cable should be placed through the rear door window.
- ❖ **Should the doors be closed while performing the software update?**
 - It is recommended that doors are closed and front door windows are rolled up before performing the software update.



- ❖ **Does the vehicle need to be monitored during the entire software update?**
 - No it is not recommended to watch the software update on the vehicle as it's being performed. A technician may work on other tasks while the software is updating.
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 - No it is not recommended to watch the software update on the vehicle as it's being performed. A technician may work on other tasks while the software is updating.

Customers:

- ❖ **What kind of mobility services do we provide for this campaign?**
 - A mobility budget for loaner vehicle is provided for this service campaign. Dealers are encouraged to use EQ CVP loaners in the interest of customer satisfaction for customers whom request a loaner.
 - Damage Code 54 993 20:
 - **CVP vehicles (EQE Sedan, EQE SUV, EQS Sedan and EQS SUV only) can be claimed for \$300/day for up to two days as a sublet claim.** A total of \$600 dollars is only available for EQE Sedan, EQE SUV, EQS Sedan, and EQS SUV CVP vehicles.
 - ◆ Document – CVP VIN, date(s) of CVP loaned, total amount, and attach picture of the VIN.
 - **Rental reimbursement may be allowed for up to \$300/day for up to two days as a sublet claim.**
 - ◆ Document – Receipt attachment for rental.
 - **Rideshare/Taxi reimbursement may be allowed for up to \$150/day for up to two days as a sublet claim.**
 - ◆ Document – Receipt attachment(s) for Rideshare(s)/Taxi(s).
- ❖ **Will the customer receive any perks or MMC account extensions?**
 - All customers affected by service campaign 2023070020 will receive a free MMC subscription extension, based on their wave launch, regardless of campaign completion.
- ❖ **How long will the software update take?**
 - The software update may take up to 8 hours.
 - N62/3 (Parking System control unit) - may take up to 2 hours.
 - All other control units – may take up to 6 hours.
 - Time will vary based on internet connection and the number of ECUs to be updated. Number of ECUs requiring updates will vary based on vehicle age with older vehicles requiring more time than those closer to production date 4/21/23.
- ❖ **Will the software update erase any information in the vehicle?**
 - Yes, the memory for the seat position may be erased from the software update.



❖ What ECUs are affected and what is included in the bug fixes?

- In general, this software update brings all vehicles to the latest maturity of software. The following main ECU clusters are affected:
 - eDrive – Reduction of sporadic errors, general robustness improvements and software optimizations.
 - Head Unit – Increased robustness in the remote UI, which leads to a significantly higher responsiveness within the applications. Two New features – Zync app and Dolby Atmos.
 - For more information on the Zync app please visit <https://www.zync.com/products>.
 - For more information on Dolby Atmos please visit <https://www.mercedes-benz.com/en/innovation/milestones/dolby-atmos/>
 - CPA/IDC – General robustness and performance improvements.
 - Parking – Improved distance to the curb when parallel parking. Reduction of the number of steering changes during parking. Improved quality of augmented reality camera.
 - Seats – Reduction of sporadic errors.
 - Ambient lighting – Error message in IC “ambient light warning support without function, LED strips are without function” is resolved.
 - Door Module – Side windows fully raise and exterior mirrors automatically fold (on/off).



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2023070020, August 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS (297 platform)**
Model Year 2022-2023

Update Software for Various Control Units

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2022-2023 EQS (297 platform) vehicles, the software for various control units does not meet current specifications. An extensive optimization update will be implemented on the affected vehicles. Also, a special procedure has already been implemented in Xentry. The software updates will include, but are not limited to, increased system robustness, increased augmented reality camera quality, implementation of the Zync-App for video streaming via the head unit, and implementation of Dolby Atmos for an improved audio experience. An authorized Mercedes-Benz dealer will update the control units.

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 2,015 vehicles are affected.

Order No. P-SC-2023070020

Service Campaign Bulletin

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Update Software for Various Control Units

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - Ensure use of XENTRY Diagnosis version 06/2023 or higher.
 - Follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a charger to ensure sufficient power supply to the vehicle's 12V **on-board electrical battery system** (greater than 12.5 V). **IMPORTANT:** Maintaining the HV battery will not ensure the 12V battery is maintained.
 - Should you require any support, issues must be documented with an XSF ticket with subject "QO297"
- 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 It is advantageous to always use **the same** XENTRY Diagnosis for the software updates. The entire software must always be re-downloaded per device (up to 18 GB).
It is **mandatory** that a VCI connection is established via cable.

i LAN wired Xentry is recommended for a faster download speed and a stable connection.

i The flash procedure should be started in the morning and **cannot be interrupted**. The flash could take several hours.

1. Connect XENTRY Diagnosis and verify all the latest ad-ons are installed.

i The cable to the VCI **must** be routed through a rear side window.
The front side windows and front doors must be closed.

During this process, the front seats are moved to their end positions. The VCI cable must be positioned such that it cannot be pinched.

i Via the **orange** special menu item,
start "**Control unit updates are available for this vehicle**" (Figure 1).

i Then follow the user guidance in XENTRY Diagnosis

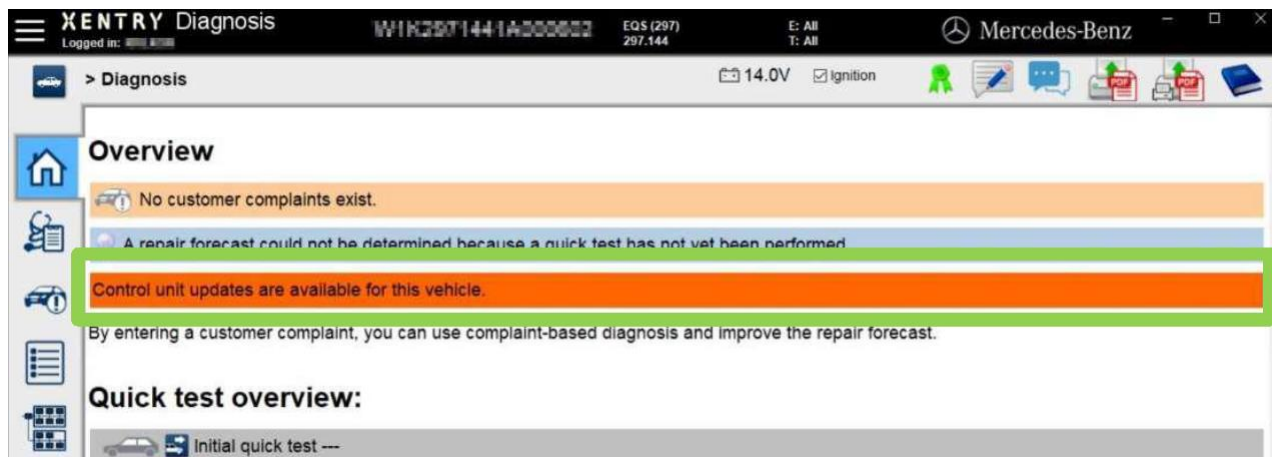


Figure 1

2. Update “Parking control unit” software.

i To do this, select and start menu item **#1 - N62/3 (Parking system control unit)**, (A, Figure 2).

i Then follow the user guidance in XENTRY Diagnosis.

Update “All control units” software.

i To do this, select and start menu item **#2 - (All control units)**, (B, Figure 2).

i Then follow the user guidance in XENTRY Diagnosis.

#	Procedure	Action
1	N62/3 (Parking system control unit) The process can take up to 90min.	A → Start
2	All control units The process can take up to 270min.	B → Start

Control units (COMPLETED: 0 / 33) Control unit programming SCN coding

Figure 2

3. Verify all control units are completed (Figure 3), repeat Work Procedure step 2 as needed.

The process is complete.

Notes.

- Observe the sequence of the instructions.
- If a process has not been carried out successfully, the repetition must be started via the respective central menu item "Start" on this page.
- In the retry process, only those ECUs that were previously unsuccessful are processed.

Exception: Normalization

- Control unit updates are available for this vehicle.

Pay attention to the following points in the event of a fault:

- A support package is required to process the case.
- Additional information for the hotline : The problem description must start with the keyword **QO297**.

#	Procedure	Action
1	N62/3 (Parking system control unit) This process lasts approx. 90min.	Start
2	All control units This process lasts approx. 0min.	Start

Control units (COMPLETED: 32 / 32) Control unit programming SCN coding

N62/3 - Parking system (PARK) The control unit is already programmed with the latest software version. The variant coding was completed successfully.

Figure 3

4. Clear fault memory

5. Disconnect XENTRY Diagnosis.

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.)
54 993 20	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	54-0990	Update " Parking control unit " and " All control units " (with XENTRY Diagnosis connected)	1.0
	02-5059	Read out, clear fault memory (with Xentry connected)	0.1
	02-0001**	XSF-ticket (ticket requires subject "QO297")	ZM

* Invoice operation item only once for each workshop order.

** Can only be used for software issue related to this campaign, requires proof of XSF support documentation.

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.

Mobility Services Warranty Information (submitted as a sublet)

i Only one of the listed below mobility services can be claimed.

i Has to be submitted as a sublet on this same claim.

- A mobility budget for loaner vehicle is provided for this service campaign. Dealers are encouraged to use EQ CVP loaners in the interest of customer satisfaction for customers whom request a loaner.
 - **CVP vehicles (EQE and EQS only) can be claimed for \$300/day for up to two days as a sublet claim.**
A total of \$600 dollars only available for EQE Sedan, EQE SUV, EQS Sedan, and EQS SUV.
 - Document – CVP VIN, date(s) of CVP loaned, total amount, and attach picture of the VIN.
 - **Rental reimbursement may be allowed for up to \$300/day for up to two days as a sublet claim.**
 - Document – Attachment for rental
 - **Rideshare/Taxi reimbursement may be allowed for up to \$150/day for up to two days as a sublet claim.**
 - Document – Attachment(s) for rideshare(s)/taxi(s)