

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>Recall Campaign Launch Notification</b> <b>Update MBUX System Configuration</b> <b>MY21-22 223, and 297 (EQS-Class, and S-Class)</b>	DATE: January 21, 2022

### **IMPORTANT RECALL CAMPAIGN UPDATE**

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			January 21, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Update MBUX System Configuration</b>
2022010003	21V931	22P5495413	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to update the configuration of the MBUX system on <b>35</b> Model Year ("MY") 2021-2022 EQS-Class and S-Class (223, and 297 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on <b>January 21, 2022</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG ("MBAG") has determined that on certain Model Year ("MY") 2021-2022 S-Class (223 platform) and EQS (297 platform) vehicles with an active and connected Mercedes me connect account, the MBUX system configuration might not meet specifications. In this case, several functions and applications (e.g. TV, digital owner's manual) would not be disabled while driving, as intended. This would allow vehicle occupants to activate those functions while the vehicle is driving. If an occupant were to actively select the function or application while the vehicle is driving, then driver distraction might result which could increase the risk of a crash.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the MBUX system configuration in the affected vehicles.		
<b>Parts</b>	<b>The remedy is available and can be performed.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021-2022		
<b>Vehicle Model</b>	EQS-Class, and S-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	35		
<b>Total Vehicles in Dealer Inventory</b>	1		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21-22 EQS-Class, and S-Class 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 Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p><b>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).</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY21-22 EQS-Class, and S-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on January 25, 2022.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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.		
<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>			



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022010003, January 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class and EQS (223,297 platform)**  
**Model Year 2021-2022**

## **Update MBUX System Configuration**

Mercedes-Benz AG ("MBAG") has determined that on certain Model Year ("MY") 2021-2022 S-Class (223 platform) and EQS (297 platform) vehicles with an active and connected Mercedes me connect account, the MBUX system configuration might not meet specifications. In this case, several functions and applications (e.g. TV, digital owner's manual) would not be disabled while driving, as intended. This would allow vehicle occupants to activate those functions while the vehicle is driving. If an occupant were to actively select the function or application while the vehicle is driving, then driver distraction might result which could increase the risk of a crash. An authorized Mercedes-Benz dealer will update the MBUX system configuration in the affected vehicles.

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 35 vehicles are affected.

Order No. P-RC-2022010003

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

# Recall Campaign Bulletin

## Reset head unit control unit to manufacturer default settings

Model 223; 297

---

### Work Procedure

1. Switch on ignition.
  2. Carry out the following click sequence in MBUX:  
**MBUX Home button → Settings → System → Reset (see operator's manual).**
    -  If the MBUX is reset to the manufacturer default settings, personalized settings not related to a user profile must be set again.  
Known user profiles must be signed into again.
- 

 **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.)
54 954 13	02-0490	Reset MBUX to manufacturer default settings	0.1 h

 **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.*