

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 Initial Notification</b> <b>Update Rear SAM Software</b> <b>MY21-22 EQS-Class, and S-Class</b> <b>(297, and 223 platform)</b>	DATE: March 25, 2022

## **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 Initial Notification			March 25, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Rear SAM Software
TBA	22V167	22P2197490	
<p>This is to notify you of the new <b>Recall Campaign</b> to update the rear signal acquisition and actuation module (“SAM”) software on <b>9,156</b> Model Year (“MY”) 2021-2022 EQS-Class, and S-Class (297, and 223 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>March 25, 2022</b>.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021-2022 EQS-Class and S-Class (297 and 223 platform) vehicles, the rear signal acquisition and actuation module (“SAM”) software might not meet current production specifications. In this case, an incorrect initialization of the rear SAM might occur at start of the vehicle, which may restrict intended functions of the control unit. This condition might affect the function of the rear turn signal, rear hazard warning lamps, as well as the reversing lamp, which could increase the risk of a crash. Should this occur, the driver is made aware by corresponding warning messages in the instrument cluster.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the rear SAM software on the affected vehicles.</p>		
Parts	<p><b>Remedy is not available at this time.</b></p>		
Vehicles Affected			
Vehicle Model Year(s)	2021-2022		
Vehicle Model	EQS-Class, and S-Class		
Vehicle Populations			
Total Recall Population	9,156		
Total Vehicles in Dealer Inventory	85		
<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 vehicles 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>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately two weeks after the remedy becomes available.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	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>			

