

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 Rear SAM Software</b> <b>MY21-22 EQS-Class and S-Class</b> <b>(297 and 223 platforms)</b>	DATE: April 29, 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			April 29, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Rear SAM Software
2022040013	22V167	22P5496208	
<p>This is to notify you of the <b>Recall Campaign Launch</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 “OPEN” on <b>April 29, 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>The remedy is available and can be performed.</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 on May 13, 2022.		
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>			



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022040013, April 2022

TO: ALL MERCEDES-BENZ CENTERS

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

**Update Rear SAM Software**

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. An authorized Mercedes-Benz dealer will update the rear SAM software on 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 9,156 vehicles are affected.

Order No. P-RC-2022040013

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

## Update rear signal acquisition and actuation module control unit software

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- i** • Ensure use of **XENTRY Diagnosis version 03/2022** 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 **once for each workshop order**.

### Work Procedure

1. Connect XENTRY Diagnosis.
  2. Update **rear signal acquisition and actuation module (Rear-SAM)** control unit software.
    - i** To do this, select menu item "Quick test view – N10/8 rear signal acquisition and actuation module (Rear-SAM) – 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.)
54 962 08	02-9334	Update rear signal acquisition and actuation module (SAM-R) control unit 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 only be invoiced 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.*