

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 Hand Detection Control Unit Software</b> <b>MY21-22 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class (206, 213, 223, 232, 238, 257, 290, and 297 platform)</b>	DATE: APRIL 22, 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 22, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Update Hand Detection Control Unit Software</b>
2022040010	21V189	22P5496315	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to update the hand detection control unit software on <b>8,396</b> Model Year (“MY”) 2021-2022 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class (206, 213, 223, 232, 238, 257, 290, and 297 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 22, 2022</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021-2022 C-Class, E-Class, S-Class, SL-Class, E-Class Coupe/Convertible, CLS-Class, AMG GT 4-doors Coupe, and EQS-Class (206, 213, 223, 232, 238, 257, 290, and 297 platform) vehicles that have a leather steering wheel with steering wheel heating, the hands-off detection might not detect when the driver's hands are away from the steering wheel when using the Active Distance Assist DISTRONIC system. In this situation, a driver may not receive a warning message prompting the driver to grip the steering wheel as described in the owner’s manual. Additionally, in the event of a medical emergency involving the driver (e.g. driver loses consciousness), the vehicle could continue to drive and would not trigger the Active Emergency Stop Assist, as intended. Therefore, the vehicle would not stop and would not conduct an emergency call. In this case, First Responders would not be directed to the vehicle, which could further increase the risk of injury due to a medical emergency.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the hand detection control unit software for the Active Distance Assist DISTRONIC system.</p>		
<b>Parts</b>	<p><b>The remedy is available and can be performed.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021-2022		
<b>Vehicle Model</b>	C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	8,396		
<b>Total Vehicles in Dealer Inventory</b>	62		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21-22 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-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 C-Class, CLS-Class, E-Class, EQS-Class, GT-Class, S-Class, and SL-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 May 6, 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. 2022040010, April 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**  
**Model Year 2021-2022**

## **Update Hand Detection Control Unit Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021-2022 C-Class, E-Class, S-Class, SL-Class, E-Class Coupe/Convertible, CLS-Class, AMG GT 4-doors Coupe, and EQS-Class (206, 213, 223, 232, 238, 257, 290, and 297 platform) vehicles that have a leather steering wheel with steering wheel heating, the hands-off detection might not detect when the driver's hands are away from the steering wheel when using the Active Distance Assist DISTRONIC system. In this situation, a driver may not receive a warning message prompting the driver to grip the steering wheel as described in the owner’s manual. Additionally, in the event of a medical emergency involving the driver (e.g. driver loses consciousness), the vehicle could continue to drive and would not trigger the Active Emergency Stop Assist, as intended. Therefore, the vehicle would not stop and would not conduct an emergency call. In this case, First Responders would not be directed to the vehicle, which could further increase the risk of injury due to a medical emergency. An authorized Mercedes-Benz dealer will update the hand detection control unit software for the Active Distance Assist DISTRONIC system.

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 8,396 vehicles are affected.

Order No. P-RC-2022040010

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

## Perform SCN coding of the hand detection system (HE) control unit

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- i** • Ensure use of **XENTRY Diagnosis version 12/2021** or higher.
- Before starting the work procedure, install all the **add-ons that are updated daily** 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. Perform SCN coding in the hand detection system (HE) control unit.
    - i** To do this, select menu item "Quick test view – N179-hand detection system (HE) – Adaptations - Control unit update – Updating SCN coding".
    - 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.)
54 963 15	02-9446	Perform SCN coding in hand detection system (HE) control unit (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.*