

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>Inspect Thread Tow Points MY22 EQS-Class</b> <b>(297 platform)</b>	DATE: August 19, 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			August 19, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Inspect Thread Tow Points</b>
2022070019 2022070020	22V467	22P3190301 and 22P3190302	
<p>This is to notify you of a <b>Recall Campaign</b> launch to inspect the threaded tow points on <b>2,526</b> Model Year ("MY") 2022 EQS-Class (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>August 19, 2022</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022 EQS-Class (297 platform) vehicles, the threaded towing point in the front and/or rear bumper might not meet current production specifications. In this case, the required thread depth for the tow eye might not be sufficient. As a result, it cannot be ruled out that the connection to the tow eye may loosen when installed, which could increase the risk of an accident or injury during vehicle loading and transport.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect the thread of the tow points on the affected vehicles and replace, if necessary.		
<b>Parts</b>	<b>The remedy is available and can be performed. Note a 20% replacement rate is expected.</b>		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2022		
Vehicle Model	EQS-Class		
<b>Vehicle Populations</b>			
Total Recall Population	2,526		
Total Vehicles in Dealer Inventory	71		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY22 EQS-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 MY22 EQS-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 approximately August 24, 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. 2022070020, August 2022

TO: ALL MERCEDES-BENZ CENTERS

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

## **Inspect Thread Tow Points**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022 EQS-Class (297 platform) vehicles, the threaded towing point in the front and/or rear bumper might not meet current production specifications. In this case, the required thread depth for the tow eye might not be sufficient. As a result, it cannot be ruled out that the connection to the tow eye may loosen when installed, which could increase the risk of an accident or injury during vehicle loading and transport. An authorized Mercedes-Benz dealer will inspect the thread of the tow points on the affected vehicles and replace, if necessary.

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 1,952 vehicles are affected.

Order No. P-RC-2022070020

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

## Check thread of towing eye in front and rear crossmember, replace if necessary

### Check/test procedure

**i** Use the towing eye stored in the vehicle tool kit for the test procedure.

1. Screw towing eye (A) into front crossmember (B) by hand. It must be possible to rotate the towing eye up to the end stop completely by hand.

**i** Rotate the towing eye at least 9 revolutions in the crossmember (B).

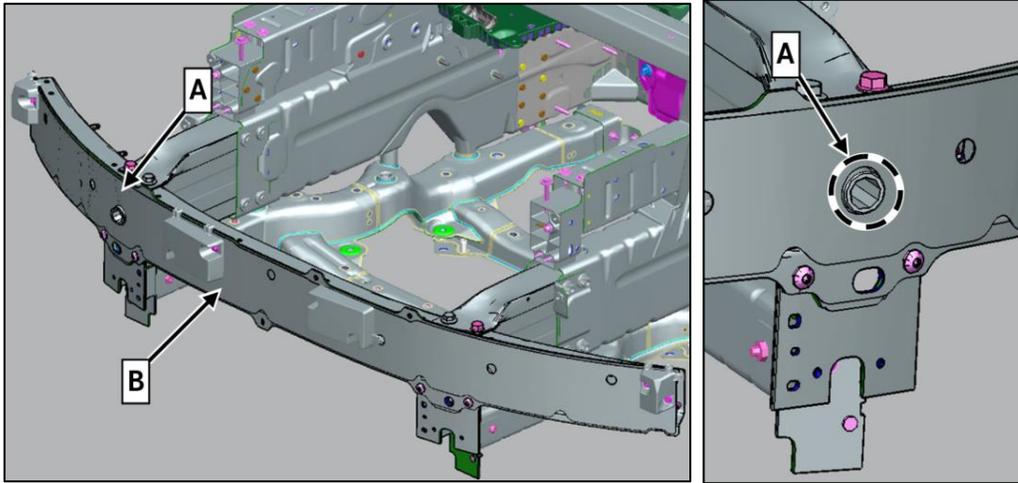


Figure 1

2. Screw towing eye (A) into rear crossmember (B) by hand. It must be possible to rotate the towing eye up to the end stop completely by hand.

**i** Rotate the towing eye at least 9 revolutions in the crossmember (B).

**i** For vehicles with **code 550** (trailer hitch) this process is **not required**.

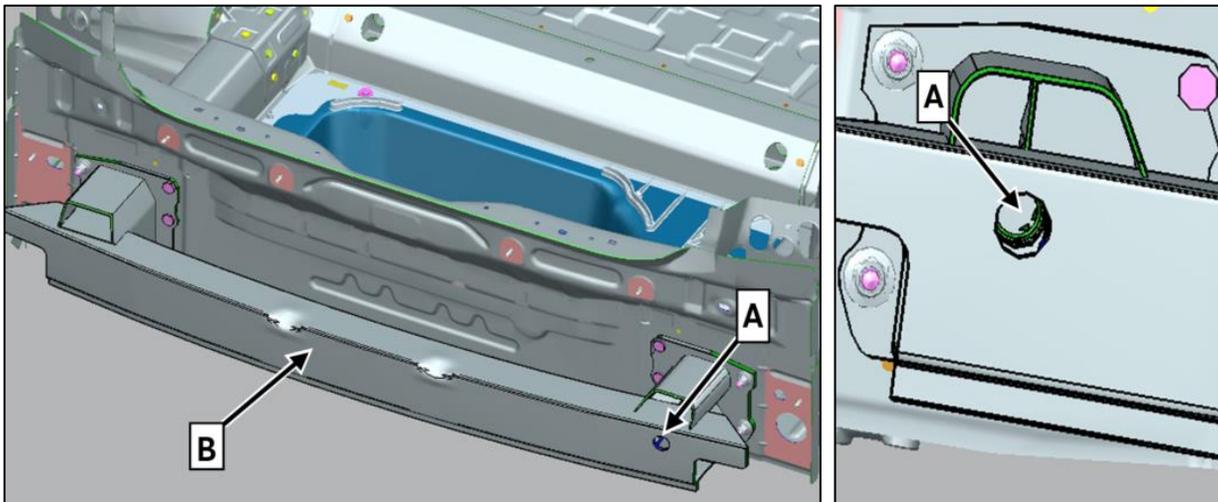


Figure 2

a. If the towing eye can be screwed in 9 revolutions by hand up to end stop.

#### End measure

b. If the towing eye **cannot** be screwed in with 9 revolutions up to the end stop by hand: Carry out **scope of work procedure A or B**

**Work procedure A**

- i** If the thread in front crossmember is damaged.
- i** Perform sensor and camera calibration as needed according to vehicle specific WIS requirements.

1. Replace crossmember under front bumper
  - i** For basic data, see AR88.30-P-1064EQS

**Work procedure B**

- i** If the thread in rear crossmember is damaged.

1. Replace crossmember under rear bumper
  - i** Basic data for rear bumper AR88.20-P-2250EQS.
  - Nm** Rear crossmember nut on rear-end floor **55 Nm**.

**Primary Parts Information**

Qty.	Part Name	Part Number
As required (1)	Front crossmember	A 297 620 25 00
As required (1)	Rear crossmember	A 297 610 60 00

- i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

- 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.)
31 903 02	02-0117	Check thread of towing eye in front and rear crossmember	0.2
	02-0143	Replace the addition to the front cross member, carry out the calibration drive	ZM
	02-0118	Replace front crossmember (after check)	3.6
	02-0119	Replace rear crossmember (after check)	1.5

- 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.*