

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

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

- 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.*