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| 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: Recall Campaign Initial Notification Inspect and Replace the Windshield MY22 EQS (297 platform) | DATE: February 17, 2023 |

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 | | | February 17, 2023 |
|--|--|------------------|------------------------------------|
| Campaign No. : | NHTSA ID | Campaign Desc. : | Inspect and Replace the Windshield |
| TBD | 23V074 | 23P2197584 | |
| <p>This is to notify you of a Recall Campaign to inspect the windshield on 3 Model Year (“MY”) 2022 EQS (297 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs were flagged in VMI as “PENDING” on February 17, 2023.</p> | | | |
| Background | | | |
| Issue | <p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022 EQS (297 platform) vehicles, the bonding of the multi-purpose camera and the interior mirror to the windshield might not meet current production specifications. In this case, the multi-purpose camera and interior mirror could partially or completely detach from the windshield. If the multi-purpose camera partially detaches, the function of several driving assistance systems might be impaired, which could increase the risk of a crash. A multi-purpose camera and interior mirror that has completely detached could enter the deployment zone of the frontal airbags, which might increase the risk of injury for vehicle occupants in the event of a crash.</p> | | |
| What We’re Doing | <p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will inspect the windshield on the affected vehicles and replace it, if necessary.</p> | | |
| Parts | <p>Remedy is not available at this time.</p> | | |
| Vehicles Affected | | | |
| Vehicle Model Year(s) | 2022 | | |
| Vehicle Model | EQS | | |
| Vehicle Populations | | | |
| Total Recall Population | 3 | | |
| Total Vehicles in Dealer Inventory | 0 | | |
| <p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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.</p> <p>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).</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental car companies to rent vehicles covered by this notification until the vehicle has been repaired.</p> | | | |
| Next Steps/Notes | | | |
| Customer Notification Timeline | Customer letters will be mailed on or before April 11, 2023. | | |
| 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> | | | |

