

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 Launch Notification Rework the Primary Bulkhead Sealing MY21 S-Class (223 platform)	DATE: April 28, 2023

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 Initial Notification			April 28, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Rework the Primary Bulkhead Sealing
2023040009	23V200	23P6290102	
<p>This is to notify you of the Recall Campaign Launch to rework the primary bulkhead sealing on <u>6</u> Model Year (“MY”) 2021 S-Class (223 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on April 28, 2023.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 S-Class (223 platform) vehicles, the primary bulkhead sealing might not meet the specifications for water intrusion. In this case, water exposure might lead to water ingress into the vehicle’s interior and cause corrosion on electrical contacts and/or short circuits or leakage currents. As a result, the function of the PreSafe system (e.g. seatbelt tightening and seat adjustment) might be impaired which could increase the risk of injury in the event of a crash. In addition, it may not be possible to restart a parked vehicle. When the issue occurs, the customer might notice damp carpets in the front footwells or fogged windows. The driver might also be made aware through a warning message in the instrument cluster.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will rework the primary bulkhead sealing on the affected vehicles.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	S-Class		
Vehicle Populations			
Total Recall Population	6		
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 NetStar VMI and Xentry Portal. 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 car rental companies to rent new 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 May 12, 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.		
Customer Reimbursement	Customer reimbursement is being offered for this campaign.		
<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. 2023040009, April 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**
Model Year 2021

Rework the Primary Bulkhead Sealing

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 S-Class (223 platform) vehicles, the primary bulkhead sealing might not meet the specifications for water intrusion. In this case, water exposure might lead to water ingress into the vehicle’s interior and cause corrosion on electrical contacts and/or short circuits or leakage currents. As a result, the function of the PreSafe system (e.g. seatbelt tightening and seat adjustment) might be impaired which could increase the risk of injury in the event of a crash. In addition, it may not be possible to restart a parked vehicle. When the issue occurs, the customer might notice damp carpets in the front footwells or fogged windows. The driver might also be made aware through a warning message in the instrument cluster. An authorized Mercedes-Benz dealership will rework the primary bulkhead sealing on the affected vehicles.

Prior to performing this Campaign:

- **VMI must 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 6 vehicles are affected.

Order No. P-RC- 2023040009

Recall Campaign Bulletin

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Rework the Primary Bulkhead Sealing

Work Procedure

1. Remove left and right wiper arms.
i For basic data, see AR82.30-P-6100S
2. Remove air/water duct under windshield and struts (A, B and C, Figure 1).
i For basic data, see AR82.30-P-0001S

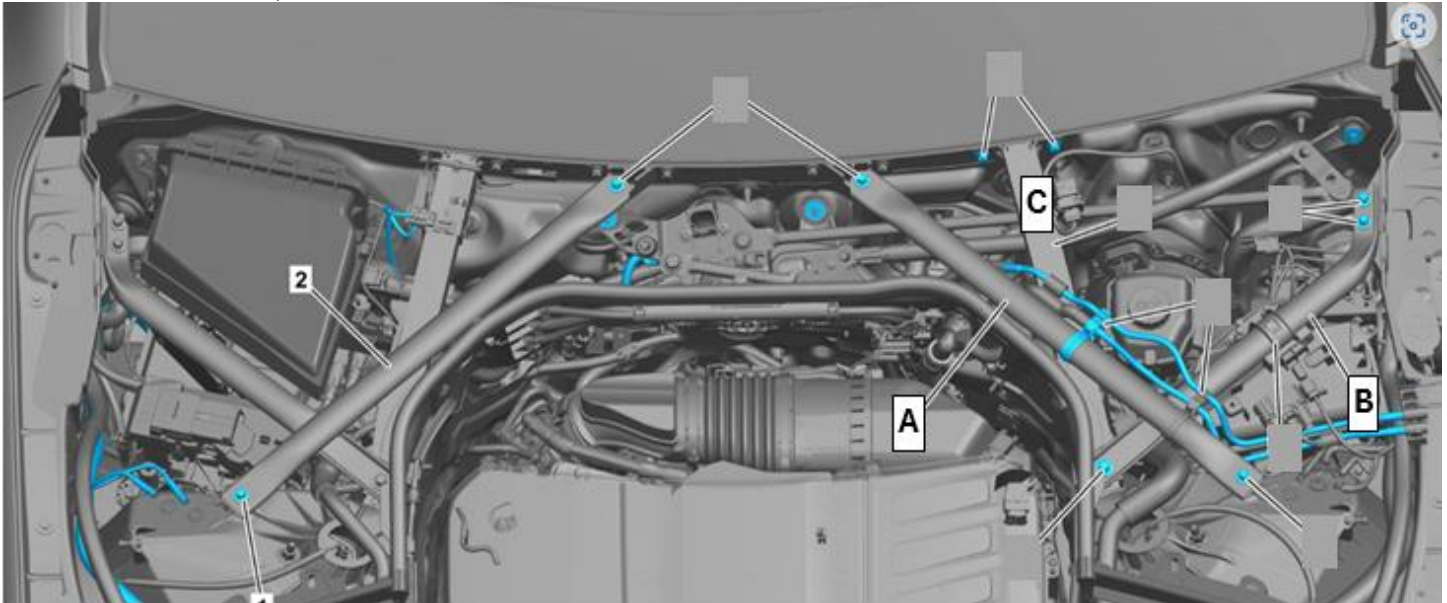


Figure 1

3. Check removed air/water duct.

i Drain (1, Figure 2) of air/water duct at driver's side **must** be closed.

i If drain (2, Figure 2.1) is open, it **must** be replaced.



Figure 2 Drain of air/water duct OK



Figure 1.1 Drain of air/water duct not OK

4. Unscrew ground line at firewall (Figure 3).

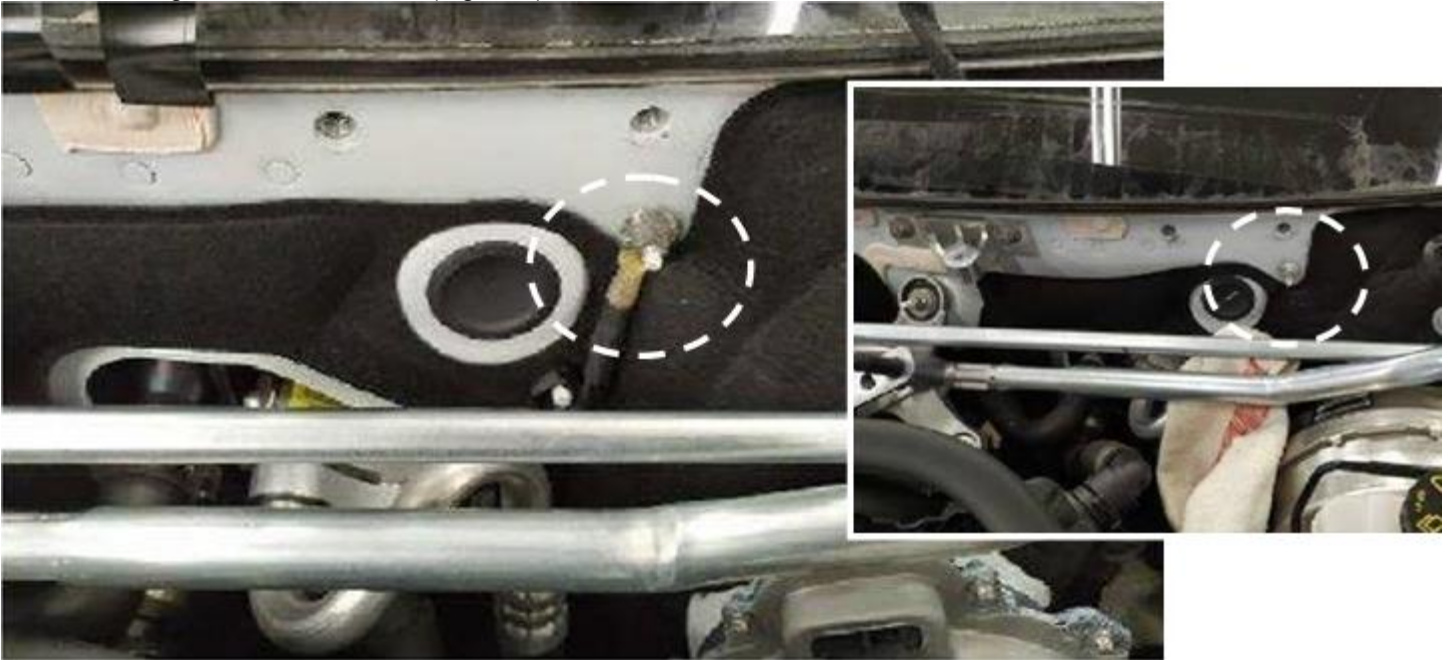


Figure 2

5. Cut off an approx. 2 cm wide section of insulating mat as shown (Figure 4).

i Cut off insulating mat below ground bolt.

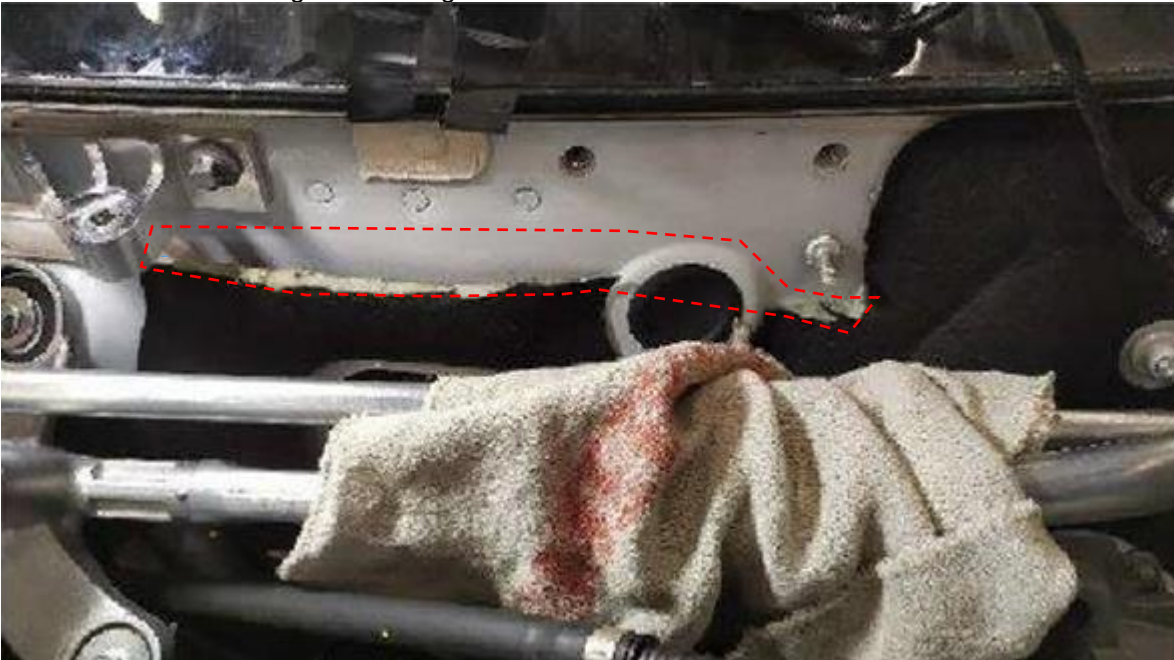


Figure 3

6. Bond insulating mat at cut edge to firewall using Teroson adhesive and also coat cut edge with Teroson adhesive (Figure 5, 6).

i Apply adhesive with a disposable glove.



Figure 4, adhesive application example



Figure 5

7. Screw ground line onto firewall again (Figure 7).



Figure 6

8. From the firewall side, feed water deflector under wiper linkage until it is positioned as shown (Figure 8, 9).

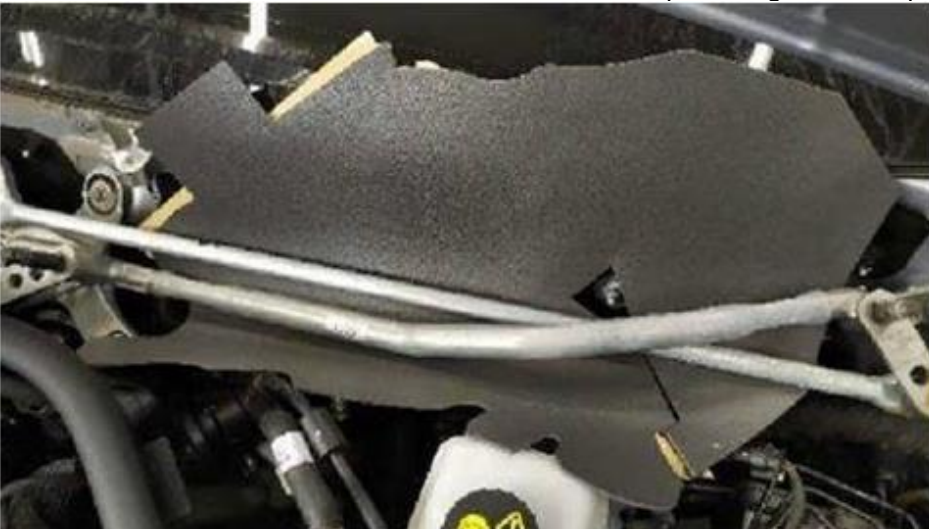
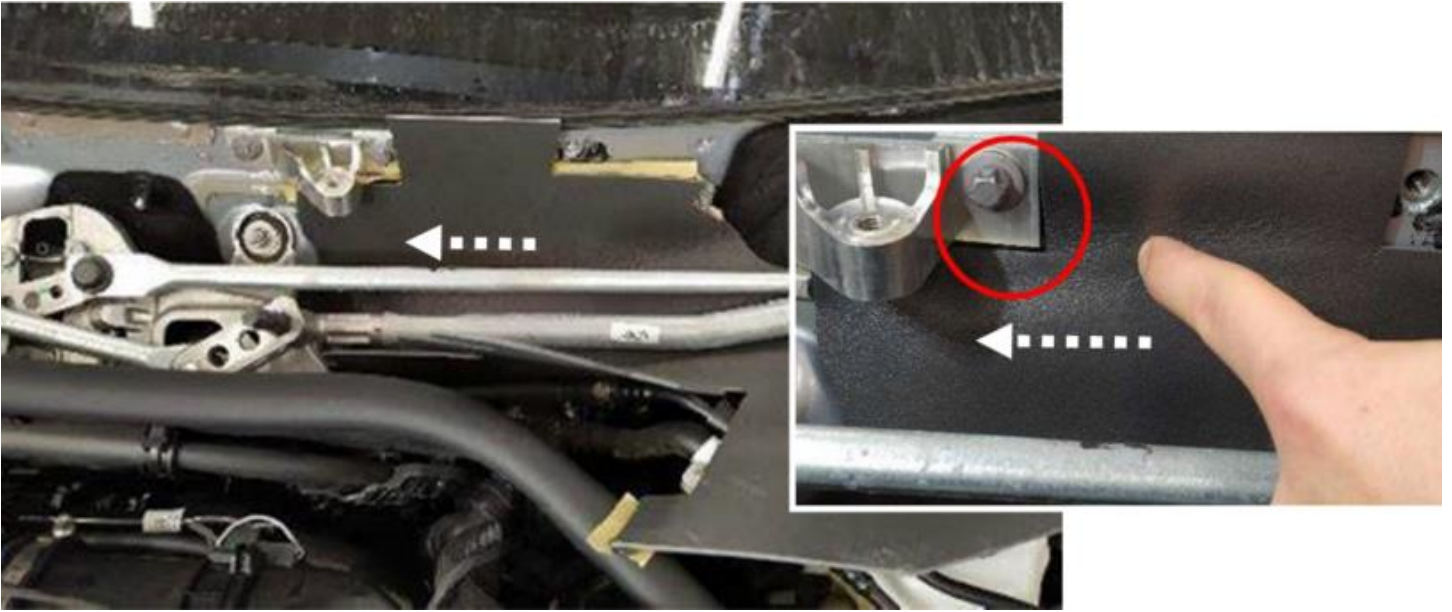


Figure 8



Figure 7

9. Water deflector is moved under wiper linkage towards vehicle center (Figure 10) until corner of water deflector is in contact with mounting support of strut.

**Figure 8**

10. On the driver's side, the water deflector is folded in directly behind the end of the butyl tape so that the fold is in contact with the brake booster (Figure 11).

**Figure 9**

11. Fold water deflector at front side as shown so that hoses are covered (Figure 12).



Figure 10

12. Engage water deflector as shown at mount of wiper linkage (Figure 13, 14).



Figure 11



Figure 12

13. Remove wax paper from butyl tape and bond water deflector to firewall (Figure 15).

i Firmly press on water deflector.

i First position corner of water deflector (Figure 16) and press onto firewall.



Figure 13



Figure 14

14. Install struts (B and C, Figure 17).

i For basic data, see AR82.30-P-0001S

**Figure 15**

15. Wrap water deflector around strut (C, Figure 18) so that strut is tightly enclosed.

**Figure 16**

16. Remove butyl tape and bond tongue of water deflector under tension to strut (C, Figure 19, 20 and 21) so that it fits closely with strut.



Figure 17, with heated washer fluid reservoir



Figure 18, with heated washer fluid reservoir



Figure 19, without heated washer fluid reservoir

17. Install strut (A, Figure 22).

i For basic data, see AR82.30-P-0001S



Figure 22

18. Check whether water deflector is in contact at relevant locations (Figure 23), and correct if necessary.



Figure 20

18. Install air/water duct and wiper arms (Figure 24).

i For basic data, see AR82.30-P-6100S



Figure 21

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Air/water duct LHD under windshield wiper with code 874	A 223 831 23 00
As required (1)	Air/water duct LHD under windshield wiper without code 874	A 223 831 62 00
1	Sealing adhesive	A 003 989 01 71 09
1	Water deflector LHD	A 223 835 28 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.)
62 901 02	12-1678	Retrofit water deflector at firewall	1.7

i **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*