

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Launch Notification</b> <b>Update Battery Management System Software</b> <b>MY22-23 S-Class, EQE, EQS SUV, and EQS</b> <b>(223, 295, 296, and 297 platform)</b>	DATE: October 20, 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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			October 20, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Battery Management System Software
2023070013	23V309	23P5499108	
<p>This is to notify you of a <b>Recall Campaign Launch</b> to update the Battery Management System software on <b>3,826</b> Model Year (“MY”) 2022-2023 S-Class, EQE, EQS SUV, and EQS (223, 295, 296, and 297 platform) vehicles. The recall campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers. VINs were flagged in VMI as “OPEN” on <b>July 28, 2023</b> and <b>September 14, 2023</b>. Wave 2 vehicles will be flagged in VMI as “OPEN” on <b>October 20, 2023</b>.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 S-Class, EQE, EQS SUV, and EQS (223, 295, 296, and 297 platform) vehicles, the monitoring function of the high-voltage battery might be impaired over time. In certain circumstances, a warning alerting the driver of a battery malfunction might not activate in the event of a fault. In such instances, the warning would not comply with a requirement of FMVSS 305 (Electric-powered vehicles).		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the software for the Battery Management System on the affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2022-2023		
Vehicle Model	S-Class, EQE, EQS, and EQS SUV		
Vehicle Populations			
Total Recall Population	3,826		
Total Vehicles in Dealer Inventory	10		
<p><b>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.</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 vehicles covered by this notification until the vehicle has been repaired.</b></p>			
Next Steps/Notes			
Customer Notification Timeline	Interim customer letters were mailed on June 16, 2023. Wave 1 customer letters were mailed on August 18, 2023. Amendment customer letters mailed on October 6, 2023. Wave 2 customer letters will be mailed approximately on November 10, 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 not 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. 2023070013, October 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**  
**Model Year 2022-2023**

## **Update Battery Management System Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 S-Class (223 platform), EQE (295 platform), EQS SUV (296 platform) and EQS (297 platform) vehicles, the monitoring function of the high-voltage battery might be impaired over time. In certain circumstances, a warning alerting the driver of a battery malfunction might not activate in the event of a fault. In such instances, the warning would not comply with a requirement of FMVSS 305 (Electric-powered vehicles). An authorized Mercedes-Benz dealership will update the software for the Battery Management System 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 3,826 vehicles are affected.

Order No. P-RC- 2023070013

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## Update Battery Management System Software

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- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
  - Follow the operation steps exactly as described in XENTRY Diagnosis.
  - Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical battery system** (greater than 12.5 V).
  - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure step 2**.
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

### Work Procedure

1. Connect XENTRY Diagnosis.
2. Update **battery management system** control unit software.
  - i** To do this, select menu item "Quick test view → N82/2 battery management system (BMS) → Adaptations → Control unit update → Update of control unit software".
  - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

**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.)
54 991 08	02-9334	Update <b>battery management system</b> control unit software (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

\* Invoice operation item only once for each workshop order.

**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.*