

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 Update ESP Monitoring Software MY22-23 EQS and S-Class (297 and 223)	DATE: June 9, 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 Launch Notification

June 9, 2023

Campaign No. :

NHTSA ID / CA
DMV :

Campaign Desc. :

Update ESP Monitoring Software

2023060004

23V360

23P4290303

This is to notify you of the **Recall Campaign Launch** to update the ESP monitoring software on **7,558** Model Year (“MY”) 2022-2023 EQS and S-Class (297 and 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 **June 9, 2023**.

Background

Issue

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain EQS and S-Class (297 and 223 platform) vehicles, the Electronic Stability Program (“ESP”) monitoring software might not meet current specifications. Under certain conditions, the ESP monitoring software could erroneously determine a fault condition. In that event, the ESP fault response would limit the functionality of the vehicle’s dynamic control systems (ABS, ASR, ESP, and EBD) and the speedometer could indicate a speed of 0 mph, regardless of the actual vehicle speed. This might increase the risk of a crash.

What We’re Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the ESP control unit software on the potentially affected vehicles.

Parts

The remedy is available and can be performed.

Vehicles Affected

Vehicle Model Year(s)

2022-2023

Vehicle Model

EQS and S-Class

Vehicle Populations

Total Recall Population

7,558

Total Vehicles in Dealer Inventory

153

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. 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).

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.

Notice to California Dealers: As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the dealer, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.

Next Steps/Notes

Customer Notification Timeline

Customer letters will be mailed on or near June 23, 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.

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.



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023060004, June 2023

Revision B: 6/7/2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS S-Class (297 and 223 platform)**
Model Year 2022-2023

Update ESP Monitoring Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain EQS and S-Class (297 platform and 223 platform) vehicles, the Electronic Stability Program (ESP) monitoring software might not meet current production specifications. Under certain conditions, the ESP monitoring software could erroneously determine a fault condition. In that event, the ESP fault response would limit the functionality of the vehicle's dynamic control systems (ABS, ASR, ESP, and EBD) and the speedometer could indicate a speed of 0 mph, regardless of the actual vehicle speed. This might increase the risk of a crash. An authorized Mercedes-Benz dealer will update the ESP control unit software on the potentially 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 7,558 vehicles are affected.

Order No. P-RC-2023060004

Recall Campaign Bulletin

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Update ESP Monitoring Software

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - Make sure to 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 system battery** (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 **Electronic Stability Program (ESP®)** control unit software.
 - i** To do this, select menu item "Quick test view – **Electronic Stability Program (ESP®)** - 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.)
42 903 03	02-9334	Update Electronic Stability Program (ESP®) (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.*

i The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank areas of the label. The “**Campaign No.**” for the California Proof of Correction is unique and must be entered as such (23V360), your “**Dealer Code**”, and the “**Date**” of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (**Figure 2**), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction Certificate is unique and must be entered as such (23V360).

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit claim on a separate line of the same RO as the campaign)

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1