

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 Electric Drivetrain Software</b> <b>MY22-23 EQS, EQS SUV, and EQE</b> <b>(297, 296, and 295 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 Electric Drivetrain Software
2023060009	23V405	23P5496213	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to update the electric drivetrain software on the remaining 493 of the <b>8,281</b> Model Year (“MY”) 2022-2023 EQS, EQS SUV, and EQE (297, 296, and 295 platform) vehicles. The recall campaign is visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers. Affected VINs were flagged in VMI as “OPEN” on <b>June 30, 2023</b> and <b>July 21, 2023</b>. Wave 3 vehicles will be flagged in VMI as “OPEN” on <b>October 20, 2023</b>.</p>			
<b>Background</b>			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2022-2023 EQS, EQS SUV, and EQE (297, 296, and 295 platform) vehicles, under specific conditions, the electric drivetrain may be deactivated due to software fault management logic that does not meet current specifications. A loss of propulsion cannot be ruled out, which could increase the risk of a crash. When the issue occurs, multiple warning messages are displayed in the instrument cluster.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the electric drivetrain software on the affected vehicles.		
Parts	The remedy is available and can be performed.		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2022-2023		
Vehicle Model	EQS, EQS SUV, EQE		
<b>Vehicle Populations</b>			
Total Recall Population	8,281		
Total Vehicles in Dealer Inventory	75		
<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>			
<b>Next Steps/Notes</b>			
Customer Notification Timeline	The first wave of customer letters were mailed on July 19, 2023. Second wave of customer letters were mailed on August 4, 2023. Final wave of customer letters are scheduled to mail on approximately November 3, 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. 2023060009, October 2023

TO: ALL MERCEDES-BENZ CENTERS

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

## **Update Electric Drivetrain Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain 2022-2023 EQS, EQS SUV, and EQE (297, 296, and 295 platform) vehicles, under specific conditions, the electric drivetrain may be deactivated due to software fault management logic that does not meet current specifications. A loss of propulsion cannot be ruled out, which could increase the risk of a crash. When the issue occurs, multiple warning messages are displayed in the instrument cluster. An authorized Mercedes-Benz dealer will update the electric drivetrain software 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 8,821 vehicles are affected.

Order No. P-RC-2023060009

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## Update Electric Drivetrain Software

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- 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 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 **power electronics** control unit software **of rear axle**.
  - i** To do this, select menu item "Quick test view – N147 - Rear axle power electronics (SG-LE-HA) - Adaptations – Control unit update – Updating 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.)
54 962 13	02-9334	Update N147 - Rear axle power electronics 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.*