

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>Inspect Rear Seat Belt Buckle Bolts</b> <b>MY22-23 EQS (297 platform)</b>	DATE: July 14, 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			July 14, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Inspect Rear Seat Belt Buckle Bolts</b>
2023070009	23V464	23P9290014	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to inspect the rear seat belt buckle bolts on <b>6</b> Model Year (“MY”) 2022-2023 EQS (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. Affected VINs will be flagged in VMI as “OPEN” on <b>July 14, 2023</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 EQS (297 platform) vehicles, the bolts that secure the rear seat belt buckles to the body might not meet current torque specifications. In this case, the bolts might loosen due to vibrations while driving, or in the event of a crash. As a result, the restraining effect of the rear seat belts might be impaired, which could increase the risk of injury for vehicle occupants.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect the rear seat belt buckle bolts on the affected vehicles and rework the bolts, if necessary.		
<b>Parts</b>	<b>The remedy is available and can be performed.</b>		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2022-2023		
Vehicle Model	EQS		
<b>Vehicle Populations</b>			
Total Recall Population	6		
Total Vehicles in Dealer Inventory	1		
<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>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on or before July 28, 2023.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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.		
<b>Customer Reimbursement</b>	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. 2023070009, July 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS (297 platform)**  
**Model Year 2022-2023**

### **Inspect Rear Seat Belt Buckle Bolts**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 EQS (297 platform) vehicles, the bolts that secure the rear seat belt buckles to the body might not meet current torque specifications. In this case, the bolts might loosen due to vibrations while driving, or in the event of a crash. As a result, the restraining effect of the rear seat belts might be impaired, which could increase the risk of injury for vehicle occupants. An authorized Mercedes-Benz dealer will inspect the rear seat belt buckle bolts on the affected vehicles and rework the bolts, if necessary.

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-2023070009

# Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

## Inspect Rear Seat Belt Buckle Bolts

### Work Procedure

1. Remove rear seat cushion padding.  
**i** For basic data, see AR91.12-P-1022EQS.
2. Check the torque (**Nm** 35) of both bolts on the right and left of the rear seat belt buckles (**A and B, Figure 1**) and correct if necessary.

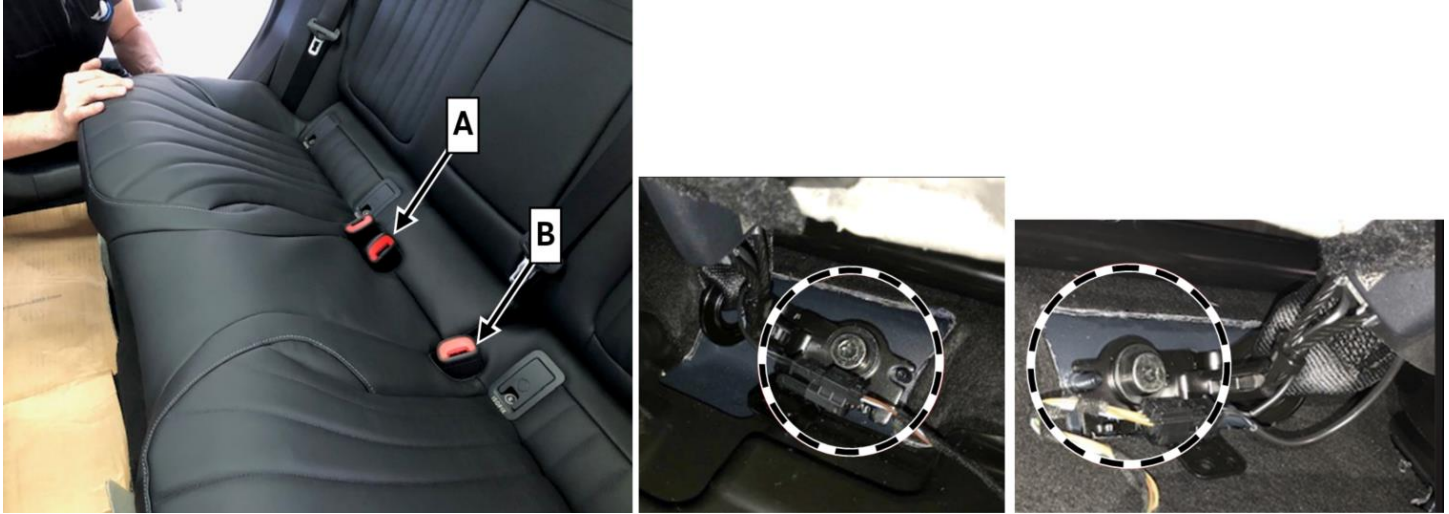


Figure 1

3. Assemble in reverse order.

**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.)
92 900 14	12-1768	Check torque of the rear seat belt buckles, correct if necessary	0.3

**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.