

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: Recall Campaign Launch Notification Update Exit Warning System Coding Parameters MY23 E-Class, E-Class Coupe/Cabriolet, CLS, and AMG GT 4-Door Coupe (213, 238, 257, and 290 platform)	DATE: August 25, 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			August 25, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Exit Warning System Coding Parameters
2023080005	23V574	23P5496333	
<p>This is to notify you of the Recall Campaign Launch to update the exit warning system coding parameters on 880 Model Year (“MY”) 2023 E-Class, E-Class Coupe/Cabriolet, CLS, and AMG GT 4-Door Coupe (213, 238, 257, and 290 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 August 25, 2023.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 E-Class, E-Class Coupe/Cabriolet, CLS, and AMG GT 4-Door Coupe (213, 238, 257, and 290 platform) vehicles, the exit warning system coding parameters might not meet specifications. The exit warning system can provide assistance by warning vehicle occupants of other road users approaching from behind when exiting the parked vehicle. However, due to incorrect coding, the vehicle occupants may not be warned by visual and acoustic cues from the exit warning system. As a result, this could increase the risk of a crash or injury when opening the door in certain traffic situations.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the exit warning system coding parameters on the affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	E-Class, E-Class Coupe/Cabriolet, CLS, and AMG GT 4-Door Coupe		
Vehicle Populations			
Total Recall Population	880		
Total Vehicles in Dealer Inventory	15		
<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 September 8, 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.2023080005, August 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2023

Update Exit Warning System Coding Parameters

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 E-Class, E-Class Coupe/Cabriolet, CLS, and AMG GT 4-Door Coupe (213, 238, 257, and 290 platform) vehicles, the exit warning system coding parameters might not meet specifications. The exit warning system can provide assistance by warning vehicle occupants of other road users approaching from behind when exiting the parked vehicle. However, due to incorrect coding, the vehicle occupants may not be warned by visual and acoustic cues from the exit warning system. As a result, this could increase the risk of a crash or injury when opening the door in certain traffic situations. An authorized Mercedes-Benz dealer will update the exit warning system coding parameters 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 880 vehicles are affected.

Order No. P-RC-2023080005

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Update Exit Warning System Coding Parameters

- 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. Perform SCN coding in **outer left rear short-range radar** control unit.
 - i** To do this, select menu item "Quick test view → **B92/**** outer left rear short range radar → Adaptations → Control unit update → Update SCN coding".
 - i** Then follow the user guidance in XENTRY Diagnosis.
 - i** The "**Outer right rear short-range radar B92/**** is automatically coded with the SCN.
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.)
54 963 33	02-9446	Perform SCN coding in outer left rear short-range radar control unit (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.*