

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>Replace Child Seat Anchor Covers on the Second-Row Seats</b> <b>MY22 EQB (243 platform)</b>	DATE: October 27, 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 27, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Replace Child Seat Anchor Covers on the Second-Row Seats</b>
2023100011	23V677	23P 9195003	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to replace the child seat anchor covers on the second-row seats on <u>1</u> Model Year (“MY”) 2022 EQB (243 platform) vehicle. 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 <b>October 27, 2023</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on one Model Year (“MY”) 2022 EQB (243 platform) vehicle, the symbol on the child seat anchor covers on the second-row seats might not meet current specifications. The functionality of the child seat anchor covers to attach to the rear seat cushion is ensured. However, certain requirements of FMVSS 225 might not be fulfilled.</p> <p>In the event the symbol on the child seat anchor covers is not according to FMVSS 225 specifications, a customer may incorrectly install the child seat in the vehicle. Incorrect installation of a child seat might increase the risk of injuries to occupants.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the child seat anchor covers on the rear seats of the affected vehicle.</p>		
<b>Parts</b>	<p><b>The remedy is available and can be performed.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2022		
<b>Vehicle Model</b>	EQB		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	1		
<b>Total Vehicles in Dealer Inventory</b>	0		
<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 December 5, 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. 2023100011, October 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQB (243 platform)**  
**Model Year 2022**

## **Replace Child Seat Anchor Covers on the Second-Row Seats**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on one Model Year (“MY”) 2022 EQB (243 platform) vehicle, the symbol on the child seat anchor covers on the second-row seats might not meet current specifications. The functionality of the child seat anchor covers to attach to the rear seat cushion is ensured. However, certain requirements of FMVSS 225 might not be fulfilled. In the event the symbol on the child seat anchor covers is not according to FMVSS 225 specifications, a customer may incorrectly install the child seat in the vehicle. Incorrect installation of a child seat might increase the risk of injuries to occupants. An authorized Mercedes-Benz dealer will replace the child seat anchor covers on the rear seats of the affected vehicle.

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 other open campaign(s) and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 1 vehicle is affected.

Order No. P-RC-2023100011

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## Replace Child Seat Anchor Covers on the Second-Row Seats

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### Check Procedure

1. Check which version of the child seat anchor covers *has been* installed in the vehicle. (i-Size or ISOFIX).



**Picture 1**  
Code 8U8: **Not OK** (i-Size version)

**Picture 2**  
WITHOUT code 8U8: **OK** (Isofix version)

2. Check child seat anchor covers type (**4 pieces**) on the rear seats of the vehicle.

**i** The child seat anchor covers installed in the vehicle **must** be the ISOFIX version.

- a. Installed child seat anchor covers type: Isize (**Picture 1**): Carry out **work procedure**.
- b. Installed child seat anchor covers type: ISOFIX (**Picture 2**): **End measure**.

### Work Procedure

1. Replace child seat anchor covers.

**i** Use a suitable tool to release and remove the child seat anchor covers in the area of the arrow (**Figure 3**).



**Figure 3**

**Primary Parts Information**

Qty.	Part Name	Part Number
As required	Child seat anchor cover	A 247 860 83 02 8T92

*The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.*

**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.)
91 950 03	12-1893	Check child seat anchor covers on second-row seats	0.1
	12-1894	Replace (up to 4) child seat anchor covers on second-row seats (after check)	0.1

**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.*