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| 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 Initial Notification</b><br><b>Update Headlamp Control Unit Coding</b><br><b>MY23 EQE SUV (294 platform)</b> | DATE: December 21, 2023  |

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

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



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|---|--|-------------------------|--|
| <b>Recall Campaign Initial Notification</b>   |  |                         | <b>December 21, 2023</b>                   |
| <b>Campaign No. :</b>   | <b>NHTSA ID</b>  | <b>Campaign Desc. :</b> | <b>Update Headlamp Control Unit Coding</b> |
| TBA   | 23V853   | 23P2197652              |  |
| <p>This is to notify you of the <b>new Recall Campaign</b> to update the headlamp control unit coding on <b>10</b> Model Year (“MY”) 2023 EQE SUV (294 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 “PENDING” on <b>December 21, 2023</b>.</p>   |  |                         |  |
| <b>Background</b>   |  |                         |  |
| <b>Issue</b>  | <p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2023 EQE SUV (294 platform) vehicles with comfort suspension, the headlamp control unit coding might not meet current specifications. In this case, due to an incorrectly calculated headlamp range adjustment, the low beam range can be extended or shortened depending on the load and driving situation. If the headlamps are adjusted too high, glaring for oncoming traffic cannot be ruled out. If the headlamp adjustment in dynamic driving situations is too low, it might be difficult to detect obstacles on the road. In both cases, the risk of a crash might increase.</p> |                         |  |
| <b>What We’re Doing</b>   | <p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the headlamp control unit coding on the affected vehicles.</p>  |                         |  |
| <b>Parts</b>  | <p><b>Remedy is not available at this time.</b></p>  |                         |  |
| <b>Vehicles Affected</b>  |  |                         |  |
| <b>Vehicle Model Year(s)</b>  | 2023   |                         |  |
| <b>Vehicle Model</b>  | EQE SUV  |                         |  |
| <b>Vehicle Populations</b>  |  |                         |  |
| <b>Total Recall Population</b>  | 10   |                         |  |
| <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 February 13, 2024.  |                         |  |
| <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>  |  |                         |  |

