

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 Headlamp Control Unit Coding MY23 EQE SUV (294 platform)	DATE: January 26, 2024

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			January 26, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Headlamp Control Unit Coding
2024010009	23V853	23P5498208	
<p>This is to notify you of the Recall Campaign Launch to update the headlamp control unit coding on 10 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 “OPEN” on January 26, 2024.</p>			
Background			
Issue	<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>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the headlamp control unit coding on the affected vehicles.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	EQE SUV		
Vehicle Populations			
Total Recall Population	10		
Total Vehicles in Dealer Inventory	0		
<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 or before February 2, 2024.		
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.2024010009, January 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE (294 platform)**
Model Year 2023

Update Headlamp Control Unit Coding

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. An authorized Mercedes-Benz dealer will update the headlamp control unit coding 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 10 vehicles are affected.

Order No. P-RC-2024010009

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Update Headlamp Control Unit Coding

- 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. Update **control unit** software for **left headlamp (SG-SW-L)**.

i To do this, select menu item "Quick test view → E1n9 Left headlamp (SG-SW-L) → Adaptations → Control unit update → Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

i The SCN coding of the right E2n9 headlamp control unit (SG-SW-R) is updated automatically during SCN coding of the left headlamp E1n9 control unit (SG-SW-L).

3. Disconnect XENTRY Diagnosis.
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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.)
54 982 08	02-9334*	Update left headlamp (SG-SW-L) control unit software (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.*