

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023030002, March 2023

TO: ALL MERCEDES-BENZ CENTERS

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

Replace the Windshield

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022 EQS (297 platform) vehicles, the multi-purpose camera and the rearview mirror may be insufficiently attached to the windshield and might detach, impairing front passenger air bag deployment and various assistance systems, including Adaptive Cruise Control (DISTRONIC) with active steering assist, Brake Assist with pedestrian detection, Lane Keeping Assist, Traffic Sign Assist, Augmented Reality function and Rain and Light Sensors. Impaired deployment of an air bag could increase the risk of injury, and impaired driver assistance safety systems could increase the risk of a crash. An authorized Mercedes-Benz dealership will replace the windshield and reinstall the multi-purpose camera and rearview mirror.

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 3 vehicles are affected.

Order No. P-RC-2023030002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Recall Campaign Bulletin

Replace windshield

Model 297


Work Procedure


1. Replace windshield.

 For basic data, see AR67.10-P-1700EQS.

Primary Parts Information


Qty.	Part Name	Part Number
1	Windshield	A 297 670 82 00
1	Single-component adhesive	A 000 989 49 05

 Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

 **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.)
81 910 01	12-1640	Replace windshield	ZM

 **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.