

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023070013, October 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2022-2023

Update Battery Management System Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 S-Class (223 platform), EQE (295 platform), EQS SUV (296 platform) and EQS (297 platform) vehicles, the monitoring function of the high-voltage battery might be impaired over time. In certain circumstances, a warning alerting the driver of a battery malfunction might not activate in the event of a fault. In such instances, the warning would not comply with a requirement of FMVSS 305 (Electric-powered vehicles). An authorized Mercedes-Benz dealership will update the software for the Battery Management System 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 3,826 vehicles are affected.

Order No. P-RC- 2023070013

Recall Campaign Bulletin

Update Battery Management System Software

- 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 **battery management system** control unit software.
 - i** To do this, select menu item "Quick test view → N82/2 battery management system (BMS) → Adaptations → Control unit update → Update of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
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.)
54 991 08	02-9334	Update battery management system control unit software (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.*