

# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023060004, June 2023

Revision B: 6/7/2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS S-Class (297 and 223 platform)**  
**Model Year 2022-2023**

## Update ESP Monitoring Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain EQS and S-Class (297 platform and 223 platform) vehicles, the Electronic Stability Program (ESP) monitoring software might not meet current production specifications. Under certain conditions, the ESP monitoring software could erroneously determine a fault condition. In that event, the ESP fault response would limit the functionality of the vehicle's dynamic control systems (ABS, ASR, ESP, and EBD) and the speedometer could indicate a speed of 0 mph, regardless of the actual vehicle speed. This might increase the risk of a crash. An authorized Mercedes-Benz dealer will update the ESP control unit software on the potentially 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 7,558 vehicles are affected.

Order No. P-RC-2023060004

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## Update ESP Monitoring Software

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- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
  - Make sure to 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 system battery** (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 **Electronic Stability Program (ESP®)** control unit software.
  - i** To do this, select menu item "Quick test view – **Electronic Stability Program (ESP®)** - Adaptations – Control unit update – Update of control unit software".
  - i** Then follow the user guidance in XENTRY Diagnosis.
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.)
42 903 03	02-9334	Update Electronic Stability Program (ESP®) (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.*

**i** The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank areas of the label. The “**Campaign No.**” for the California Proof of Correction is unique and must be entered as such (23V360), your “**Dealer Code**”, and the “**Date**” of the repair, using a black permanent marker.

**i** Note: Clean bonding surface prior to affixing label.



**Figure 1**

**i** The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (**Figure 2**), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction Certificate is unique and must be entered as such (23V360).

**Figure 2**

**California Proof of Correction Parts Information**

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

**Warranty Information (California dealers please submit claim on a separate line of the same RO as the campaign)**

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1