

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023060009, October 2023

TO: ALL MERCEDES-BENZ CENTERS

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

Update Electric Drivetrain Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain 2022-2023 EQS, EQS SUV, and EQE (297, 296, and 295 platform) vehicles, under specific conditions, the electric drivetrain may be deactivated due to software fault management logic that does not meet current specifications. A loss of propulsion cannot be ruled out, which could increase the risk of a crash. When the issue occurs, multiple warning messages are displayed in the instrument cluster. An authorized Mercedes-Benz dealer will update the electric drivetrain software 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 8,821 vehicles are affected.

Order No. P-RC-2023060009

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Update Electric Drivetrain Software

- 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 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 **power electronics** control unit software **of rear axle**.
 - i** To do this, select menu item "Quick test view – N147 - Rear axle power electronics (SG-LE-HA) - Adaptations – Control unit update – Updating 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.)
54 962 13	02-9334	Update N147 - Rear axle power electronics 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.*