

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023080004, August 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE (295 platform)**
Model Year 2023

Replace the Absorbers in the Roof Frame

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 EQE (295 platform) vehicles, the mounting of the absorbers in the roof frame might not meet current production specifications. In the event of a crash with window airbag deployment, the absorbers might separate into the interior of the vehicle. In this case, the risk of injury for vehicle occupants could be increased. An authorized Mercedes-Benz dealer will replace the absorbers 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-2023080004

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Replace the Absorbers in the Roof Frame

Work Procedure

- Partially remove and lower headliner. (Avoid bending the headliner, it will leave permanent kinks)

i The windshield does not need to be removed.

i For basic data, see AR68.30-P-4300EQS.

- Replace front absorbers on the left and right sides (**A**, **Figure 1**).

i The absorbers are clipped into the body-in-white under the headliner (**Figure 2**).

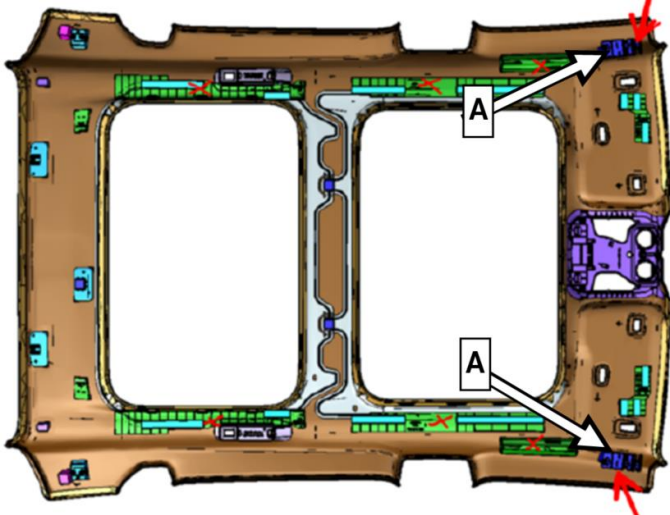


Figure 1



Figure 2 (Installed absorber on the left side)

- Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
1	Left front absorber	A 295 692 29 00
1	Right front absorber	A 295 692 30 00

i 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.

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.)
69 900 03	12-1829	Replace front absorbers on the left and right sides	4.3

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.