

Recall Campaign Bulletin



Mercedes-Benz

Campaign No.2024010009, January 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE (294 platform)**
Model Year 2023

Update Headlamp Control Unit Coding

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2023 EQE SUV (294 platform) vehicles with comfort suspension, the headlamp control unit coding might not meet current specifications. In this case, due to an incorrectly calculated headlamp range adjustment, the low beam range can be extended or shortened depending on the load and driving situation. If the headlamps are adjusted too high, glaring for oncoming traffic cannot be ruled out. If the headlamp adjustment in dynamic driving situations is too low, it might be difficult to detect obstacles on the road. In both cases, the risk of a crash might increase. An authorized Mercedes-Benz dealer will update the headlamp control unit coding 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-2024010009

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Update Headlamp Control Unit Coding

- 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 **control unit** software for **left headlamp (SG-SW-L)**.

i To do this, select menu item "Quick test view → E1n9 Left headlamp (SG-SW-L) → Adaptations → Control unit update → Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

i The SCN coding of the right E2n9 headlamp control unit (SG-SW-R) is updated automatically during SCN coding of the left headlamp E1n9 control unit (SG-SW-L).

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.)
54 982 08	02-9334*	Update left headlamp (SG-SW-L) control unit software (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.*