

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification Update Battery Management System Software – Wave 1 MY23-25 EQE and EQS (294, 295, 296, and 297)	DATE: June 7, 2024

IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

NOTE: Wave 1 does not include EQE SUV AMG (294 platform) or EQS SUV Maybach (296 platform) variants. These vehicles will launch in Wave 2. This document will be updated when SW is available for wave 2 vehicles.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			June 7, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Battery Management System Software – Wave 1
2024060002	24V372	24P5496226	
<p>This is to notify you of the Recall Campaign Launch to update the Battery management System software on 13,973 Model Year (“MY”) 2023-2025 EQE and EQS (294, 295, 296, and 297 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on June 7, 2024.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2025 EQE (294 and 295 platform) and EQS (296 and 297 platform) vehicles, the monitoring software of the Battery Management System (“BMS”) might not meet current production specifications and may lead to a shutdown of the high-voltage system in specific situations. The contactors of the high-voltage battery might open, potentially resulting in a loss of propulsion without warning. As a consequence, the risk of a crash might increase. When the vehicle comes to a standstill it can be restarted.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the BMS software on the potentially affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2023-2025		
Vehicle Model	EQE and EQS		
Vehicle Populations			
Total Recall Population	13,973 (Wave 1)		
Total Vehicles in Dealer Inventory	2,946		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before June 21, 2024.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.		
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024060002, June 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE and EQS (294, 295, 296, and 297 platform)**
Model Year 2023 – 2025

Update Battery Management System Software – Wave 1

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2025 EQE (294 and 295 platform) and EQS (296 and 297 platform) vehicles, the monitoring software of the Battery Management System (BMS) might not meet current production specifications and may lead to a shutdown of the high-voltage system in specific situations. The contactors of the high-voltage battery might open, potentially resulting in a loss of propulsion without warning. As a consequence, the risk of a crash might increase. When the vehicle comes to a standstill it can be restarted. An authorized Mercedes-Benz dealer will update the BMS software on the potentially affected vehicles.

For AMG EQE SUV (294 platform) and Maybach EQS SUV (296 platform) vehicles, the software is still being finalized and will be released in a supplemental notice to this campaign.

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 13,973 vehicles are included.

Order No. P-RC-2024060002

Recall Campaign Bulletin

Recall Campaign Bulletin

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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 battery 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 single workshop visit, operation items **02-4762 and 02-5058** may be invoiced **only on one of the workshop orders**.

Work Procedure

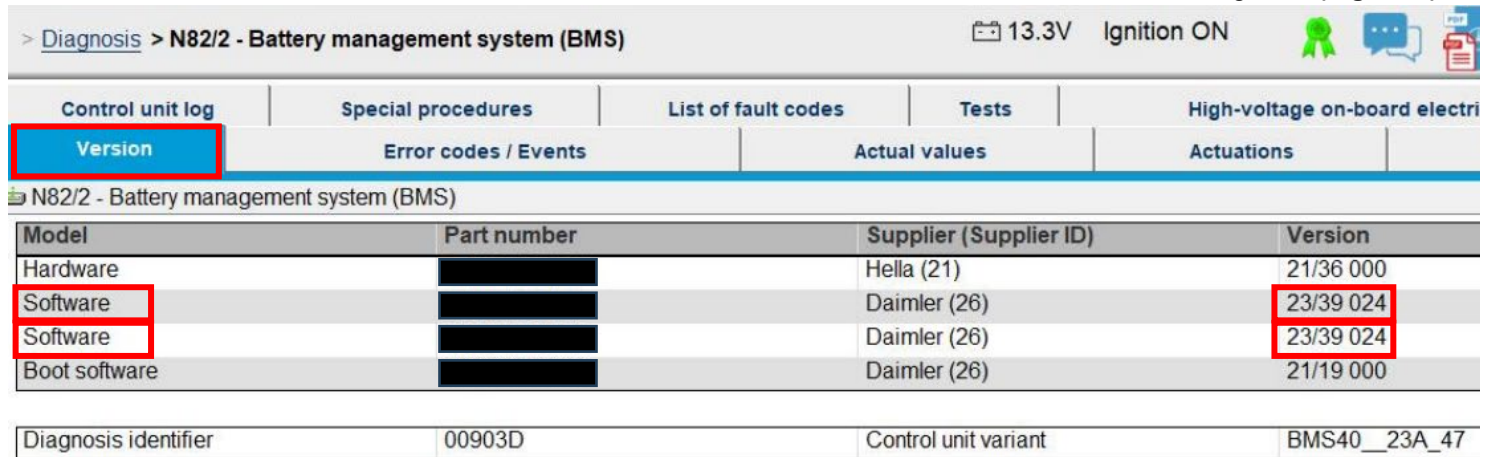
1. Connect XENTRY Diagnosis.




2. Update **Battery Management System (BMS)** 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.

NOTE: To confirm the new BMS software, the Software **Version** will read "**23/XX XXX**" in XENTRY Diagnosis (**Figure 1**).



> [Diagnosis](#) > N82/2 - Battery management system (BMS) 📅 13.3V Ignition ON   

Control unit log	Special procedures	List of fault codes	Tests	High-voltage on-board electri
Version	Error codes / Events	Actual values	Actuations	
N82/2 - Battery management system (BMS)				
Model	Part number	Supplier (Supplier ID)	Version	
Hardware	██████████	Hella (21)	21/36 000	
Software	██████████	Daimler (26)	23/39 024	
Software	██████████	Daimler (26)	23/39 024	
Boot software	██████████	Daimler (26)	21/19 000	
Diagnosis identifier	00903D	Control unit variant	BMS40__23A_47	

Figure 1

3. Disconnect XENTRY Diagnosis.

Update Battery Management System Software

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 26	02-9334	Update Battery Management System (BMS) 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.