

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: <b>Recall Campaign Launch Notification</b> <b>Update Communication Module Software</b> <b>MY21 S-Class (223)</b>	DATE: November 15, 2024

## **IMPORTANT RECALL CAMPAIGN UPDATE**

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

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



<b>Recall Campaign Launch Notification</b>			<b>November 15, 2024</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Update Communication Module Software</b>
2024110002	24V807	24P5496439	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to update the communication module software on <b>21</b> Model Year (“MY”) 2021 S-Class (223 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 <b>November 15, 2024</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 S-Class (223 platform) vehicles, the communication module software might not meet current production specifications. Under certain conditions, an automatic or manual emergency call might not be successful. Additionally, the data transfer, such as the vehicle position, might be restricted. In the event of an accident, first responders might not be directed to the vehicle location, which could increase the consequences of the accident.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the communication module software on the affected vehicles.		
<b>Parts</b>	<b>The remedy is available and can be performed.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021		
<b>Vehicle Model</b>	S-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	21		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>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.</b></p> <p><b>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).</b></p> <p><b>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.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on December 6, 2024.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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.		
<b>Customer Reimbursement</b>	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. 2024110002, November 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**  
**Model Year 2021**

## **Update Communication Module Software**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 S-Class (223 platform) vehicles, the communication module software might not meet current production specifications. Under certain conditions, an automatic or manual emergency call might not be successful. Additionally, the data transfer, such as the vehicle position, might be restricted. In the event of an accident, first responders might not be directed to the vehicle location, which could increase the consequences of the accident. An authorized Mercedes-Benz dealer will update the communication module 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 21 vehicles are affected.

Order No. P-RC-2024110002

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## Update Communication Module Software

Model 223

- 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 **RAMSES** control unit software.
  - i** To do this, select menu item "Quick test view – **N112/2 - Communication module 'Telematics services' (RAMSES)** – Adaptations – Control unit update – Updating of the control unit software".
  - i** Then follow the user guidance in XENTRY Diagnosis.
  - i** If it is **not** possible to update the control unit software:
    - Open a **TIPS case** and specify code 24P5496439 in the case notes for clarification on further repairs.
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.)
<b>54 964 39</b>	02-9334*	Update <b>RAMSES</b> 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
	02-2186	Create <b>TIPS case</b> if necessary	0.2

\* *Manually enter the affected control unit with code and accounting number in the workshop order as per the work instructions.*

\*\* *Operation item may be invoiced 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.*