![Mercedes-Benz logo]

Campaign No. 2024060002, June 2024

Revision A: 6/14/2024

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

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.

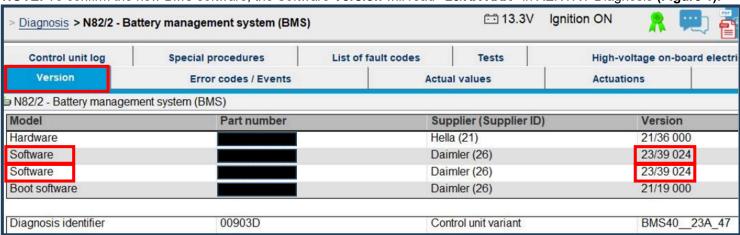**NOTE:** To confirm the new BMS software, the Software **Version** will read **"23/XX XXX"** in XENTRY Diagnosis **(Figure 1).**

> 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

ℹ️**Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair*:

<u>Warranty Information</u>

Damage Code	Operation Number	Description	Labor Time (hrs.)
<mark>54 962 26**</mark>	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.
<mark>*** Requirement for punch times will be waived for this campaign.*</mark>

ℹ️**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.*