

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.)
54 964 39	02-9334*	Update RAMSES 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 TIPS case 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.*