

| | |
|--|--|
| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services |
| RE: Service Campaign Launch Notification Update Driving Assistance System Software MY22-23 C-Class, EQS, S-Class (206, 297, 223 platform) | DATE: May 19, 2023 |

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification

May 19, 2023

Campaign No. :

Campaign Desc. :

2023040017

23P5499805

Update Driving Assistance System Software

This is to notify you of the [Service Campaign Launch](#) to update the driving assistance system software on **24,840** Model Year (“MY”) 2022-2023 C-Class, EQS and S-Class (206, 297 and 223 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on **May 19, 2023**.

Background

Issue

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2022-2023 C-Class, EQS and S-Class (206, 297 and 223 platform) vehicles, the driving assistance system control unit software does not meet current specifications. In the presence of uniquely shaped civil superstructures that parallel the roadway at a height of ~26-33 feet (e.g. large overhanging bridge abutments, etc.), the vehicle may initiate brake applications during operation. In such cases, the driver remains in control of the vehicle and can override the system at any time.

What We’re Doing

An authorized Mercedes-Benz dealer will update the driving assistance system control unit software.

Parts

The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s)

2022-23

Vehicle Model

C-Class, EQS, S-Class

Vehicle Populations

Total Campaign Population

24,840

Next Steps/Notes

AOMS/SOMS

AOMs – This campaign may generate questions from your dealers.

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.



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2023040017, May 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, EQS, S-Class (206, 297, 223 platform)**
Model Year 2022-2023

Update Driving Assistance System Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2022-2023 C-Class, EQS and S-Class (206, 297 and 223 platform) vehicles, the driving assistance system control unit software does not meet current production specifications. In the presence of uniquely shaped civil superstructures that parallel the roadway at a height of~26-33 feet (e.g. large overhanging bridge abutments, etc.), the vehicle may initiate brake applications during operation. In such cases, the driver remains in control of the vehicle and can override the system at any time.

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 24,840 vehicles are affected.

Order No. P-SC-2023040017

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Update Driving Assistance System Software

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - Make sure to 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 system battery** (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**.

i The fault codes **U05B7E1**, **U05B8E1**, **U05B6E1** and **U05B5E1** appear after the software update, but **can be ignored**.

i The fault codes **U05B7E1**, **U05B8E1**, **U05B6E1** and **U05B5E1** are no longer present after a short driving time.

Work Procedure

1. Connect XENTRY/DAS.
2. Update the Driving Assistance System Software control unit.
 - i** To do this, select menu item "Quick test view – N62/4 driving assistance system (SG-FAS) - Adaptations – Control unit update – Updating of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY/DAS.

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.) |
|-------------|------------------|--|-------------------|
| 54 998 05 | 02-9334 | Update software of control unit N62/4 driving assistance system (SG-FAS) (with XENTRY/DAS 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 items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

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.*