

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>Service Campaign Launch Notification</b> <b>Add two pillows to the Rear Seats</b> <b>MY22-23 EQS (297 platform)</b>	DATE: September 15, 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

Senior Manager, Vehicle Compliance & Analysis



**Service Campaign Launch Notification**

September 15, 2023

Campaign No. :

Campaign Desc. :

2023090001

23P9291001

**Add two Pillows to the Rear Seats**

This is to notify you of the [Service Campaign Launch](#) to add two pillows to the rear seats in **13,120** Model Year (“MY”) 2022-2023 EQS (297 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on **September 15, 2023**.

**Background**

**Issue** Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has decided that on certain MY 2022-2023 EQS (297 platform) vehicles, two pillows will be added to the rear seats for the customer as a customer appreciation initiative.

**What We’re Doing** MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will add two pillows to the rear seats as appreciation to the customer from Mercedes-Benz USA.

**Parts** **The remedy is available and can be performed as necessary.**

**Vehicles Affected**

**Vehicle Model Year(s)** 2022-2023

**Vehicle Model** EQS

**Vehicle Populations**

**Total Campaign Population** 13,120

**Next Steps/Notes**

**Customer Notification Timeline** Customer letters will not be mailed.

**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.2023090001, September 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS (297 platform)**  
**Model Year 2022-2023**

### **Add two Pillows to the Rear Seats**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has decided that on certain MY 2022-2023 EQS (297 platform) vehicles, two pillows will be added to the rear seats for the customer as a customer appreciation initiative. An authorized Mercedes-Benz dealer will add two pillows to the rear seats as appreciation to the customer from Mercedes-Benz USA.

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 13,120 vehicles are affected.

Order No. P-SC-2023090001

# Service Campaign Bulletin

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## Add two Pillows to the Rear Seats

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**i** Check for Campaign Number 2023070020 to be completed for vehicles in VMI.

### Work Procedure

1. Add two pillows for rear seats (**Figure 1**).



**Figure 1**

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**Primary Parts Information**

Qty.	Part Name	Part Number
As required (2)	Rear seat pillow*	A 297 920 48 04 ****

\* Determine color code of vehicle interior equipment by means of the vehicle identification number

\*\*\*\* Observe the color code table

**Pillow color code table**

Interior equipment	Pillow color code	Item number
105A; 805A; 205A	almond beige	A 297 920 48 04 8U13
111A; 121A; 131A; 201A; 211A; 221A; 231A; 651A; 801A; 811A; 821A; 851A; 861A	black	A 297 920 48 04 9H93
229A; 209A; 519A; 509A; 859A	digital white	A 297 920 48 04 1D35

**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.)
92 910 01	12-1815	Enclose two additional pillows for rear seats	0.1

**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.