

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: Service Campaign Launch Notification Update Powertrain Control Unit Software (PTCU) MY23-24 EQE SUV (294 platform)	DATE: October 27, 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

October 27, 2023

Campaign No. :

Campaign Desc. :

Update Powertrain Control Unit Software
(PTCU)

2023100007

23P0892012

This is to notify you of the [Service Campaign Launch](#) to update powertrain control unit software (PTCU) in **5,329** Model Year ("MY") 2023-2024 EQE SUV (294 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **October 27, 2023**.

Background

Issue

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 EQE SUV (294 platform) vehicles, the software for the powertrain control unit (PTCU) may not meet current production specifications. The vehicle may not start if the network communication cannot be established.

What We're Doing

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the software for the powertrain control unit (PTCU) on the affected vehicles

Parts

The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s)

2023-2024

Vehicle Model

EQE SUV

Vehicle Populations

Total Campaign Population

5,329

Next Steps/Notes

Customer Notification Timeline

Customer will receive a notification.

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. 2023100007, October 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE SUV (294 platform)**
Model Year 2023-2024

Update Powertrain Control Unit Software (PTCU)

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 EQE SUV (294 platform) vehicles, the software for the powertrain control unit (PTCU) may not meet current production specifications. The vehicle may not start if the network communication cannot be established. An authorized Mercedes-Benz dealer will update the software for the powertrain control unit (PTCU) 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 5,329 vehicles are affected.

Order No. P-SC-2023100007

Service Campaign Bulletin

Update Powertrain Control Unit Software (PTCU)

-  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 system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure step 2**.
-  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 software for **Drivetrain** control unit (**PTCU**) (**N127**).
 -  To do this, select menu item "Quick test view → N127 - Drivetrain (PTCU) → Adaptations → Control unit update → Updating of control unit software".
 -  Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

 **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.)
08 920 12	02-9334	Update software of Drivetrain control unit (PTCU) (N127) (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.

 **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.