

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 Wax Inside of Integral Carrier MY23-24 EQE Sedan (295 platform)	DATE: March 15, 2024

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		March 15, 2024
Campaign No. :	Campaign Desc. :	Wax Inside of Integral Carrier
2024020011	23P6190008	
This is to notify you of the Service Campaign Launch to install preservation wax on the inside of the integral carrier on 3,638 Model Year (“MY”) 2023-2024 EQE Sedan (295 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on March 15, 2024 .		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 EQE Sedan (295 platform) vehicles, the integral carrier may not meet production specifications. It is possible that over the lifetime of the vehicle, corrosion could occur around the six rivet nuts.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will install preservation wax on the inside of the integral carrier.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2023-2024	
Vehicle Model	EQE Sedan	
Vehicle Populations		
Total Campaign Population	3,638	
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



Campaign No. 2024020011, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE (295 platform)**
Model Year 2023 – 2024

Wax Inside of Integral Carrier

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 EQE Sedans (295 platform) vehicles, the integral carrier may not meet production specifications. It is possible that over the lifetime of the vehicle, corrosion could occur around the six rivet nuts. An authorized Mercedes-Benz dealer will install preservation wax on the inside of the integral carrier.

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 3,638 vehicles are affected.

Order No. P-SC- 2024020011

Service Campaign Bulletin

Wax Inside of Integral Carrier

Work Procedure

1. Remove lower engine compartment lining.

 For basic information, see: **AR61.20-P-1105EQS**

2. Wax the inside of the integral carrier (Figures 1 and 2, 1) in the area of the rivet nuts (Figures 1 and 2, 2) with cavity preservation wax.

 For tool information, see: **WS97.00-P-0004B**

 Insert the wax nozzle into the appropriate opening (Figure 2, → B) of the integral carrier (Figure 2, 1). From these openings, the cavity preservation wax converges at the lowest point for each of the 6 rivet nuts (Figure 2, 2). Therefore, it is not necessary to hit the rivet nut points exactly; it is sufficient to create a local excess of cavity preservation wax.

 Ensure a sufficient amount of wax is applied.

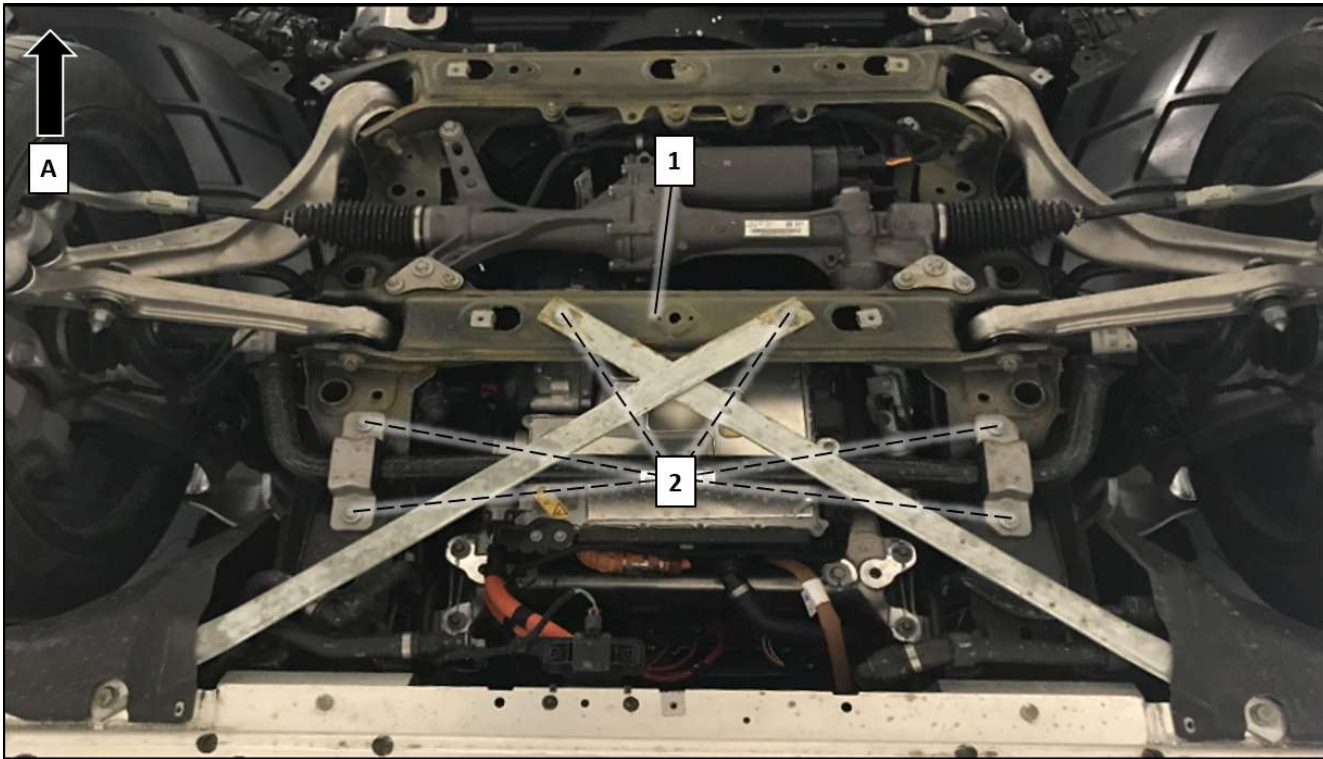


Figure 1 Vehicle underside in direction of travel (arrow A)

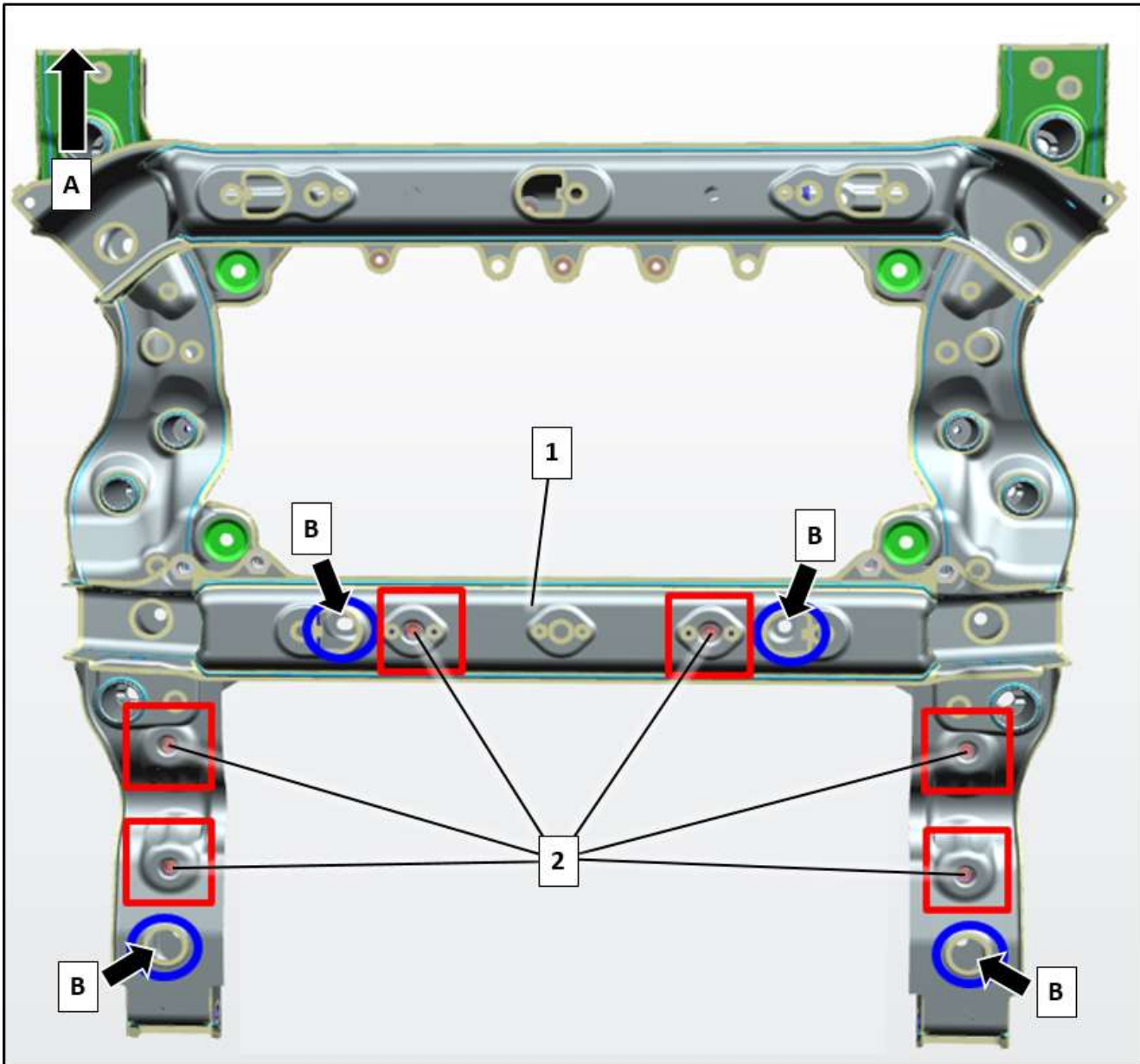


Figure 2 Underside of integral carrier (1) in direction of travel (arrow A)

3. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
1*	Cavity preservation	A 000 986 72 70 10

* One container is sufficient for at least 8 vehicles

 Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

 **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.)
61 900 08	12-1860	Operation: Wax integral carrier in area of rivet nuts Includes: Remove/install lower engine compartment lining	0.6

 **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.