

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 Multiple Control Units SCN Coding Update MY23 EQE and EQS (294 and 296 platform)	DATE: June 21, 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		June 21, 2024
Campaign No. :	Campaign Desc. :	Multiple Control Units SCN Coding Update
2024060004	24P5498823	
<p>This is to notify you of the Service Campaign Launch to update the SCN coding on multiple control units in 34 Model Year (“MY”) 2023 EQE and EQS (294 and 296 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on June 21, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz, has determined that on certain MY 2023 EQE SUV (294 platform) and EQS SUV (296 platform) vehicles, the SCN coding for multiple control units do not correspond to current specifications. In this case, it is possible that error messages may occur during future software and SCN coding updates.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the SCN Coding on multiple control units.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2023	
Vehicle Model	EQE SUV and EQS SUV	
Vehicle Populations		
Total Campaign Population	34	
Next Steps/Notes		
Customer Notification Timeline	Customer letters will not be mailed.	
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
<p>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.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024060004, June 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE and EQS (294 and 296 platform)**
Model Year 2023

Perform SCN coding in Multiple Control Units

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 EQE (294 platform) and EQS (296 platform) vehicles, the SCN coding of multiple control units does not correspond to current specifications. In this case, it is possible that error messages may occur during future software and SCN coding updates. An authorized Mercedes-Benz dealer will update the SCN coding for the control units in 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 34 vehicles are affected.

Order No. P-SC-2024060004

Service Campaign Bulletin

Service Campaign Bulletin

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Perform SCN coding in EZS (N73/3), MDC (N183), MBUX (A26/17), and IC (N133/1)

- 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 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**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Perform SCN coding in the **Electronic ignition lock (EZS) (N73/3)** control unit.
 - i** To do this, select menu item "Quick test view → **N73/3 - Electronic ignition lock (EZS)** → Adaptations → Control unit update → Updating of SCN coding".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Perform SCN coding in the **Mobile device connection (MDC) (N183)** control unit.
 - i** To do this, select menu item "Quick test view → **N183 – Mobile device connection (MDC)** → Adaptations → Control unit update → Updating of SCN coding".
 - i** Then follow the user guidance in XENTRY Diagnosis.
4. Perform SCN coding in the **MBUX multimedia system (head unit) (A26/17)** control unit.
 - i** To do this, select menu item "Quick test view → **A26/17 - MBUX multimedia system (head unit)** → Adaptations → Control unit update → Updating of SCN coding".
 - i** Then follow the user guidance in XENTRY Diagnosis.
5. Perform SCN coding in the **Instrument cluster (IC) (N133/1)** control unit.
 - i** To do so, select menu item "Quick test view → **N133/1 Instrument cluster (IC)** → Adaptations → Control unit update → Updating of SCN coding".
 - i** Then follow the user guidance in XENTRY Diagnosis.
6. 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.)
54 988 23	02-9446**	Operations: Perform SCN coding in the Electronic ignition lock (EZS) (N73/3) control unit (with XENTRY Diagnosis connected)	0.1
	02-9446**	Operations: Perform SCN coding in the Mobile device connection (MDC) (N183) control unit (with XENTRY Diagnosis connected)	0.1
	02-9446**	Operations: Perform SCN coding in the MBUX multimedia system (head unit) (A26/17) control unit (with XENTRY Diagnosis connected)	0.1
	02-9446**	Operations: Perform SCN coding in the Instrument cluster (IC) (N133/1) control unit (with XENTRY Diagnosis connected)	0.1
	02-4762*	Operations: Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Operations: Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* Invoice operation item only once for each workshop order.

** Please enter the code and accounting number manually in the workshop order as per the work instructions.

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.