

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 Notification</b> <b>Update Drivetrain Separator Clutch Control Unit Software</b> <b>MY23-24 EQE, EQS (294, 295, 296, 297 platform)</b>	DATE: July 19, 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



<b>Service Campaign Launch Notification</b>		July 19, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Drivetrain Separator Clutch Control Unit Software</b>
2024060018	24P5496228	
<p>This is to notify you of the <a href="#">Service Campaign</a> to update for the Drivetrain Separator Clutch Control Unit Software in <b>7,659</b> Model Year (“MY”) 2023-2025 EQE and EQS vehicles (294, 295, 296, 297 platforms). The vehicles will be visible and flagged in VMI as “OPEN” on <b>July 19, 2024</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2025 EQE and EQS vehicles (294, 295, 296, 297 platform), the Drivetrain Separator Clutch Control Unit Software does not correspond to the current production configuration. The possibility exists that a warning message for a driving system malfunction appears in the instrument cluster, even though no internal fault is present. After a bus sleep cycle, the driving system resets to the initial state.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the Drivetrain Separator Clutch Control Unit Software.	
<b>Parts</b>	The remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2023-2025	
<b>Vehicle Model</b>	EQE, EQS	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	7,659	
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer letters will not be mailed.	
<b>AOMS/SOMS</b>	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>		

