

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 Perform SCN Coding of Driver Assistance System Control Unit MY24 EQE and EQS (294 and 296 platform)	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



Service Campaign Launch Notification		July 19, 2024
Campaign No. :	Campaign Desc. :	Perform SCN Coding of Driver Assistance System Control Unit
2024060015	24P5499329	
<p>This is to notify you of the Service Campaign Launch to update the SCN coding for the Driver Assistance System Control Unit in 2,186 Model Year (“MY”) 2024 EQE (294 platform) and EQS (296 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on July 19, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 EQE (294 platform) and EQS (296 platform) vehicles, the SCN coding for the Driver assistance System Control Unit does not correspond to current production specifications. As a result, it is possible that incorrect information may be shown in the instrument cluster after an automatic lane change is canceled by the driver.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the SCN coding for the Driver Assistance System Control Unit.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2024	
Vehicle Model	EQE and EQS	
Vehicle Populations		
Total Campaign Population	2,186	
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. 2024060015, July 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE and EQS (294 and 296 platform)**
Model Year 2024

Perform SCN coding in Driver Assistance System Control Unit

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 EQE (294 platform) and EQS (296 platform) vehicles, the SCN coding of the Driver Assistance System Control Unit does not correspond to the current production specifications. As a result, it is possible that incorrect information may be shown on the driver display after an automatic lane change is aborted by the driver. An authorized Mercedes-Benz dealer will update the SCN coding of the Driver Assistance System Control Unit.

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 2,186 vehicles are affected.

Order No. P-SC-2024060015

Service Campaign Bulletin

Service Campaign Bulletin

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Service Campaign Bulletin

Perform SCN coding in Driver Assistance System Control Unit (N62/4)

- 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 **Driver Assistance System** control unit.
 - i** To do so, choose menu item "Quick test view → **N62/4 – Driver assistance system (SG-FAS)** → Adaptations → Control unit update → Updating of SCN coding".
 - i** Then follow the user guidance in XENTRY Diagnosis.

3. 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.)
54 993 29	02-9446	Perform SCN coding in N62/4 – Driver assistance system (SG-FAS) control unit (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.

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.