

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 Battery Management System Control Unit Software MY23-24 EQE Sedan, and EQS Sedan, EQS SUV (295, 296, and 297 platform)	DATE: August 30, 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		August 30, 2024
Campaign No. :	Campaign Desc. :	Update Battery Management System Control Unit Software
2024020009	23P5496346	
<p>This is to notify you of the Service Campaign Launch to update the battery management system control unit software in 7,742 Model Year (“MY”) 2023-2024 EQE Sedan, EQS Sedan, and EQS SUV (295, 296, and 297 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on August 30, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that certain MY 2023-2024 EQE Sedan, EQS Sedan, and EQS SUV (295, 296, and 297 platform) vehicles may not start. In this case, the fault message “Cannot Start Vehicle See Operator's Manual“ may appear in the instrument cluster.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the battery management system control unit software.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2023-2024	
Vehicle Model	EQE Sedan, EQS Sedan, and EQS SUV	
Vehicle Populations		
Total Campaign Population	7,742	
Next Steps/Notes		
Customer Notification Timeline	Customers will receive an in-vehicle notification.	
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. 2024020009, August 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE, EQS (295, 296 & 297 platform)**
Model Year 2023 – 2024

Update Battery Management System (BMS) Control Unit Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that certain MY 2023-2024 EQE Sedan, EQS Sedan, and EQS SUV (295, 296 & 297 platform) vehicles may not start. In this case, the fault message “Cannot Start Vehicle See Operator’s Manual” may appear in the instrument cluster. An authorized Mercedes-Benz dealer will update the battery management system control unit software.

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 7,742 vehicles are affected.

Order No. P-SC-2024020009

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

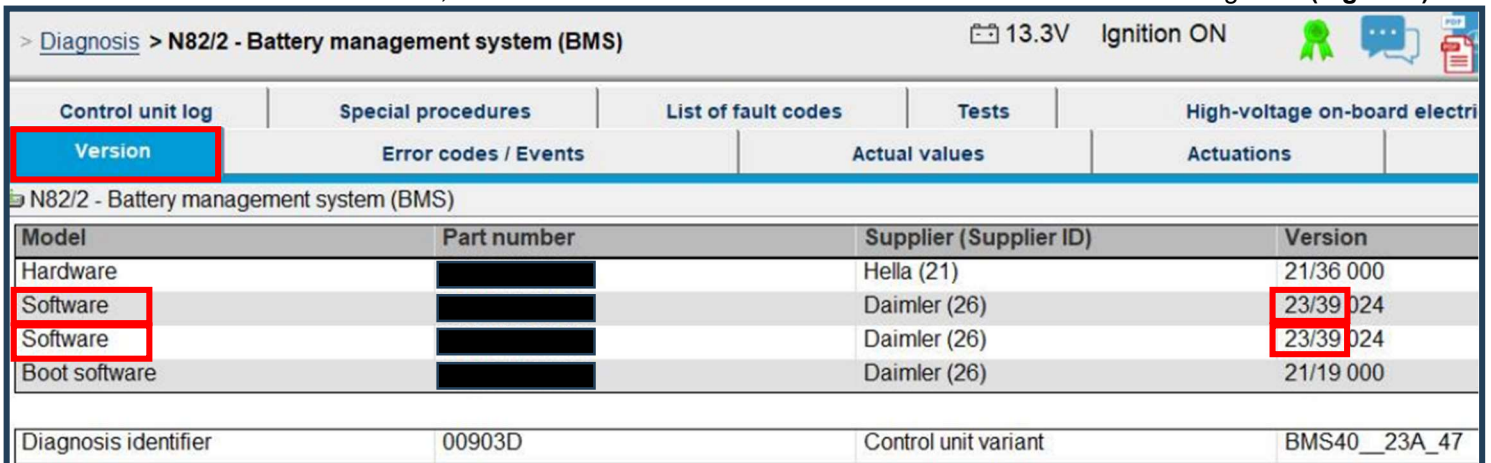
Update Battery Management System (BMS) Control Unit Software

- 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. Update **Battery Management System (BMS) control unit** software.
 - i** To do this, select menu item "Quick test view → **N82/2 – Battery management system (BMS)** → Adaptations → Control unit update → Updating of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.

NOTE: To confirm the BMS software, the Software **Version** will read "**23/XX**" or newer in XENTRY Diagnosis (**Figure 1**).



Model	Part number	Supplier (Supplier ID)	Version
Hardware		Hella (21)	21/36 000
Software		Daimler (26)	23/39 024
Software		Daimler (26)	23/39 024
Boot software		Daimler (26)	21/19 000

Diagnosis identifier: 00903D Control unit variant: BMS40__23A_47

Figure 1

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.)
54 963 46	02-9334	Update N82/2 - Battery Management System (BMS) control unit software (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.

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.