

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 Add Supplementary Booklet for Digital Key MY24 EQS (296 platform)	DATE: September 20, 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		September 20, 2024
Campaign No. :	Campaign Desc. :	Add Supplementary Booklet for Digital Key
2024080001	24P5891316	
<p>This is to notify you of the Service Campaign Launch to enclose a supplementary booklet in 318 Model Year (“MY”) 2024 EQS (296 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on September 20, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 EQS (296 platform) vehicles, the supplementary booklet for the digital key was not included with the vehicle. Consequently, the digital key cannot be activated and as a result, it will become invalid and non-functional.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will add the supplementary booklet.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2024	
Vehicle Model	EQS	
Vehicle Populations		
Total Campaign Population	318	
Next Steps/Notes		
Customer Notification Timeline	No customer letters will be mailed for this campaign.	
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. 2024080001, August 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS (296 platform)**
Model Year 2024

Enclose Supplementary Booklet

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 EQS (296 platform) vehicles, the supplementary booklet for the digital key is not enclosed. As a consequence, the digital key cannot be activated and will become invalid and no longer function as a result. An authorized Mercedes-Benz dealer will enclose the supplementary booklet.

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 318 vehicles are affected.

Order No. P-SC-2024080001

Service Campaign Bulletin

Service Campaign Bulletin

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Enclose Supplementary Booklet

Work Procedure

1. Insert the Supplementary Booklet into the vehicle document wallet and place it in the glovebox compartment.
i The Supplementary Booklet must be enclosed in the document wallet.

Primary Parts Information

Qty.	Part Name	Part Number
1	Multilingual Supplementary Booklet	A 214 584 17 04

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.)
58 913 16	02-9471*	Check Operator's Manual, enclose Supplementary Booklet if necessary	0.1

** 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.*