

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 Launch Notification</b> <b>Replace DRIVE PILOT Supplemental Booklet</b> <b>MY 24 S-Class and EQS (223 and 297 platform)</b>	DATE: September 27, 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>		September 27, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace DRIVE PILOT Supplemental Booklet</b>
2024080004	24P5891317	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to replace the DRIVE PILOT supplemental booklet in <b>33</b> Model Year (“MY”) 2024 S-Class and EQS (223 and 297 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>September 27, 2024</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 S-Class and EQS (223 and 297 platform) vehicles, the DRIVE PILOT Supplemental Booklet does not correspond to current production specifications.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the DRIVE PILOT supplemental booklet.	
<b>Parts</b>	The remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2024	
<b>Vehicle Model</b>	S-Class and EQS	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	33	
<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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024080004, September 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class and EQS (223 and 297 platform)**  
**Model Year 2024**

## **Replace DRIVE PILOT Supplemental Booklet**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that in certain MY 2024 S-Class and EQS (223 and 297 platform) vehicles, the DRIVE PILOT Supplemental Booklet does not correspond to current production specifications. An authorized Mercedes-Benz dealer will replace the DRIVE PILOT supplemental 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 33 vehicles are affected.

Order No. P-SC-2024080004

## Replace DRIVE PILOT Supplemental Booklet

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### Work Procedure

1. Replace the DRIVE PILOT Supplemental Booklet in the vehicle document wallet.

**i** The DRIVE PILOT supplement in the vehicle must be replaced.

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### Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	DRIVE PILOT Supplemental Booklet ( <b>Model 223.176</b> )	A 223 584 70 15
As required (1)*	DRIVE PILOT Supplemental Booklet ( <b>Model 223.182/976</b> )	A 223 584 83 12
As required (1)*	DRIVE PILOT Supplemental Booklet ( <b>Model 297.144/.155</b> )	A 297 584 31 06
As required (1)*	DRIVE PILOT Supplemental Booklet ( <b>Model 297.124</b> )	A 297 584 61 04

\* Required Supplemental Booklet is determined by the respective six-digit baumuster.

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**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 17	02-9471*	Replace <b>DRIVE PILOT Supplemental Booklet</b>	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.