

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 Check Lens Hood of Multifunction Camera MY21-23 S-Class (223 platform)	DATE: December 20, 2024

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Care Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		December 20, 2024
Campaign No. :	Campaign Desc. :	Check Lens Hood of Multifunction Camera
2024110005	24P8297012	
<p>This is to notify you of the Service Campaign Launch to check the wiring of the lens hood of the multifunction camera in 2,237 Model Year (“MY”) 2021-2023 S-Class (223 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on December 20, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2023 S-Class (223 platform) vehicles, the lens hood of the multifunction camera may not correspond to current production specifications. The polarity of the wires in the connector housing for the lens hood may be switched. As a consequence, the multifunction camera view may be reduced and a “camera view restricted” message may be present in the instrument cluster. The rear-view camera is not affected.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the wiring of the lens hood and replace the lens hood of the multifunction camera if necessary.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021-2023	
Vehicle Model	S-Class	
Vehicle Populations		
Total Campaign Population	2,237	
Next Steps/Notes		
Customer Notification Timeline	Customers will be notified by 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 Care Center at 1-800-FOR-MERCEDES.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024110005, December 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**
Model Year 2021 – 2023

Check Lens Hood of Multifunction Camera

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2023 S-Class (223 platform) vehicles, the lens hood of the multifunction camera may not correspond to current production specifications. The polarity of the wires in the connector housing for the lens hood may be switched. As a consequence, the multifunction camera view may be restricted. An authorized Mercedes-Benz dealership will check and replace the multifunction camera on affected vehicles.

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 2,237 vehicles are affected.

Order No. P-SC-2024110005

Check Lens Hood of Multifunction Camera Model 223 with code 233 (DISTRONIC PLUS)

Work Procedure

- i** Remove lens hoods from packaging, check the pin assignment in the connector housing, and correct it if necessary.
- i** Correct polarity: **Pin 1 = black (ground/negative); Pin 2 = brown (positive/+)** (Figure 1)

1. Carefully open the secondary lock of the connector (**Figure 1, 1**) and check/correct polarity.

i **Risk of damage:** Open the secondary lock so that the wiring harness pins can be backed out of the connector housing.

i Pull the pins out of the connector housing and insert them into the correct side of the connector if the polarity is incorrect. Ensure the pins are fully seated in the connector and close the secondary lock.

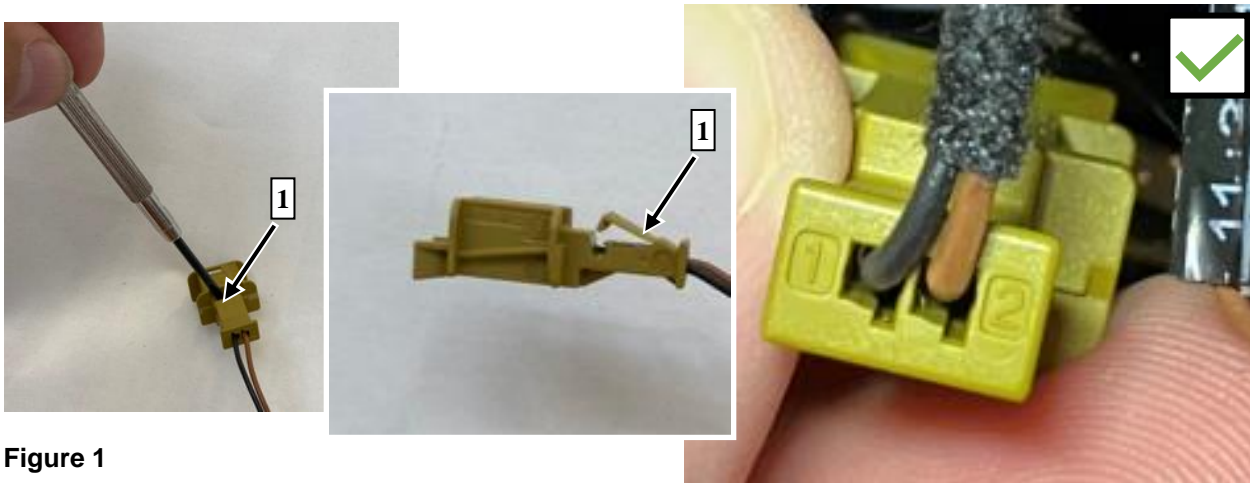


Figure 1

2. Mark connector housing with a white color dot (**Figure 2**).

- i** In the future, this mark will be used to identify a correctly reworked connector.

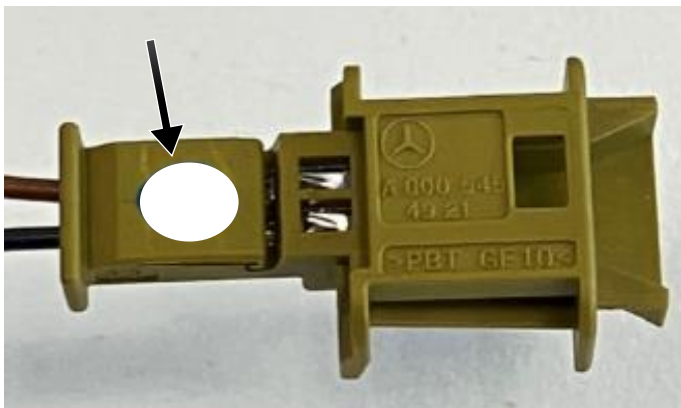


Figure 2

3. Remove multifunction camera and lens hoods.

i For basic data, see AR67.10-P-2000S.

4. Clean windshield (**Figure 3**) in camera field of vision.

i Use clean paper towels during every operation.

i Ensure that there are no streaks or stripes after drying time.

i Check for streaks or stripes using a flashlight.

i Teroson cleaner A 005 989 19 71

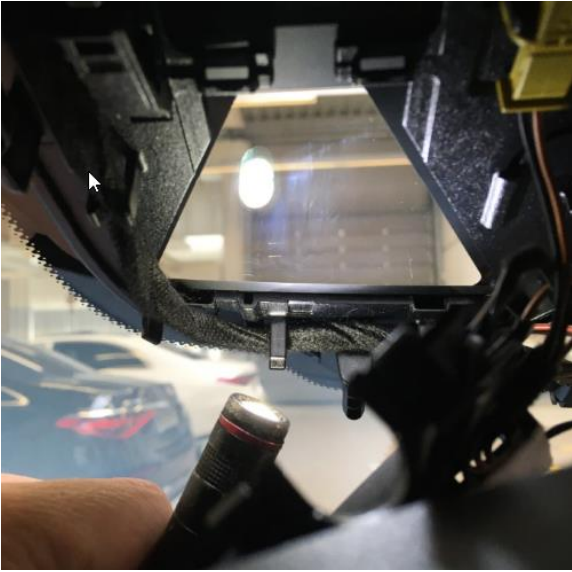


Figure 3

5. Check lenses of multifunction camera (**Figure 4**) for dirt build-up/soiling.

i If the lenses are dirty or soiled, the multifunction camera **must be replaced**.

i For basic data, see AR54.21-P-3000S.

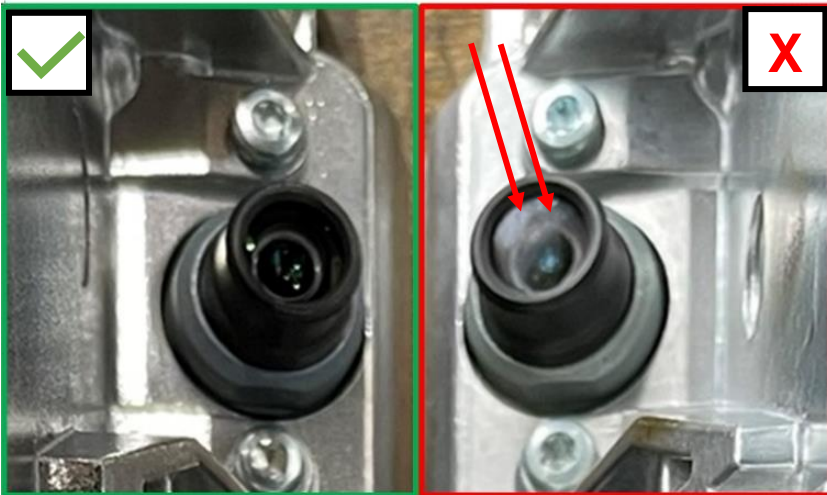


Figure 4

6. Install new lens hoods.

7. Assemble in the reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
1	Lens hood	A 223 827 73 00
As required (1)	Multifunction camera control unit	A 223 900 74 36
As required (1)*	Teroson cleaner	A 005 989 19 71

* One container unit is sufficient for at least 10 vehicles

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

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.)
82 970 12	12-2173	Replace lens hoods of multifunction camera Comprises: Remove/install multifunction camera, change polarity in lens hood connector housing	0.3
	12-2174*	Replace multifunction camera (after check)	0.3
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* Operation item may be carried out only when replacing the multifunction camera (dirt build-up on lenses).

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.