

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 (BMS) Software MY24 EQB (243 platform)	DATE: January 10, 2025

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		January 10, 2025
Campaign No. :	Campaign Desc. :	Update Battery Management System (BMS) Software
2024120010	24P5496445	
<p>This is to notify you of the Service Campaign Launch to update the Battery Management System (BMS) in 394 Model Year (“MY”) 2024 EQB (243 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on January 10, 2025.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 EQB (243 platform) vehicles, the BMS software does not correspond with current production specifications. In this case, a yellow malfunction warning message could erroneously be triggered and displayed in the instrument cluster. This warning message presents no impact to the functionality of the vehicle.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the software of the BMS control unit.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2024	
Vehicle Model	EQB	
Vehicle Populations		
Total Campaign Population	394	
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 Care Center at 1-800-FOR-MERCEDES.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024120010, January 2025

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQB (243 platform)**
Model Year 2024

Update Battery Management System (BMS) Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 EQB (243 platform) vehicles, the BMS software does not correspond to current production specifications. In this case, a yellow malfunction warning message could erroneously be triggered and display in the instrument cluster. This warning message presents no impact to the function of the vehicle. An authorized Mercedes-Benz dealer will update the software of the BMS control unit in 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 394 vehicles are affected.

Order No. P-SC-2024120010

Update Battery Management System (BMS)

Model: 243

- 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 → **N82/9 - Battery management system (BMS)** → Adaptations → Control unit update → Updating of the control unit software".
 - 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.)
54 964 45	02-9334	Update 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.