

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 Install NACS Adapter Information Label MY22-25 EQB, EQE, EQS, G-Class (243, 294, 295, 296, 297, 465 platform) vehicles	DATE: February 5, 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		February 5, 2025
Campaign No. :	Campaign Desc. :	Install NACS Adapter Information Label
2025010010	24P2195440	
<p>This is to notify you of the Service Campaign Launch to install a North American Charging Standard (“NACS”) Adapter Informational Label on 99,417 Model Year (“MY”) 2022-2025 EQB, EQE, EQS, G-Class (243, 294, 295, 296, 297, 465 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on February 5, 2025.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY22-25 EQB, EQE, EQS, G-Class (243, 294, 295, 296, 297, 465 platform) vehicles, a new NACS adapter informational label is required for the use of an approved Mercedes-Benz DC Fast Charging Adapter.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will install the informational label on the vehicles charging flap.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2022-2025	
Vehicle Model	EQB, EQE, EQS, G-Class	
Vehicle Populations		
Total Campaign Population	99,417	
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

February 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025010010
CAMPAIGN DESC.	24P2195440
SUBJECT	NACS Adapter Information Label
MODEL(S)	EQB, EQE, EQS, G-class (243, 294, 295, 296, 297 & 465 platform)
MODEL YEAR(S)	2022 – 2025
CAMPAIGN POPULATION	99,417

Campaign Technical Instructions

Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-SC-2025010010

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Primary Parts Information

Qty.	Part Name	Part Number
1	NACS Adapter Information Label	A 000 817 79 10

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.

Work Procedure

1. Open charging flap.
2. Attach the NACS Adapter Information Label (**Figure 1, A**) **horizontally** on the arm of the charging flap, to the right of the “Rescue Card” – QR Code information label.
 - i** Clean bonding area with appropriate cleaning agent.
 - i** If the “Rescue Card” – QR Code label is attached centrally and does not provide sufficient space for the NACS Adapter Information Label horizontally (**Figure 1, A**), it is also permissible to attach the NACS Adapter Information Label **vertically** (**Figure 1, B**) in the charging socket area.
 - i** If there is a state-of-charge display (LED) at position B, it is allowed to be partially covered centrally by the information label.

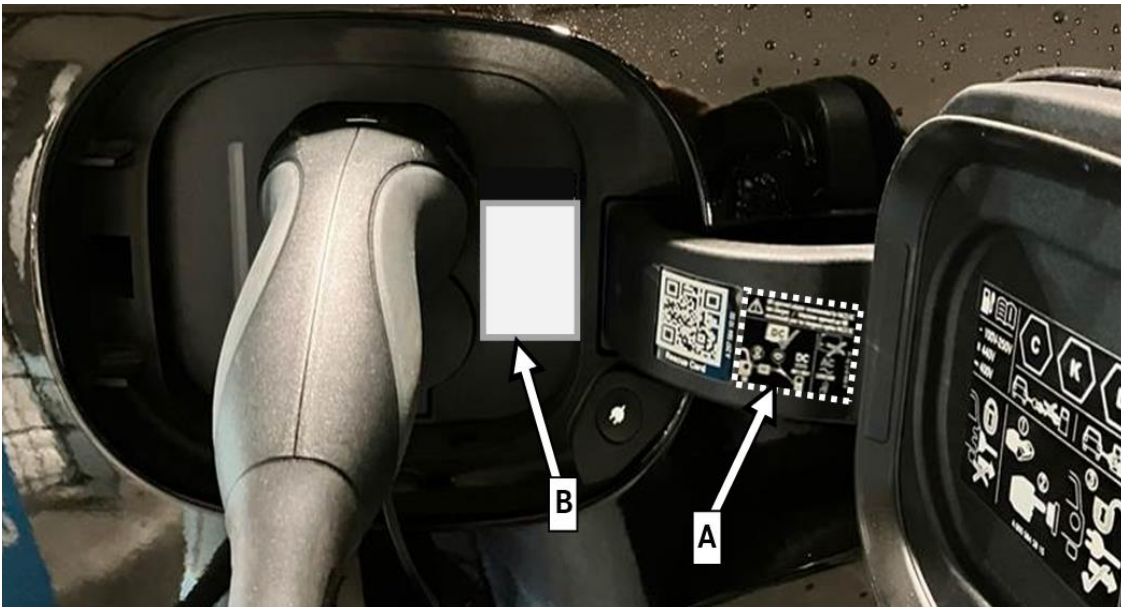


Figure 1 – (A) Primary Information Label position; (B) Alternative Information Label Position

Warranty Information

i **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair.*

Damage Code	Operation Number	Description	Labor Time (hrs.)
21 954 40	02-1500	Attach NACS Adapter Information Label	0.1

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.*