

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Service Campaign Launch Notification</b> <b>Calibration of Ambient Lighting</b> <b>MY21-22 223 and 297 (EQS-Class and S-Class)</b>	DATE: December 3, 2021

## IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		December 3, 2021
Campaign No. :	Campaign Desc. :	<b>Calibration of Ambient Lighting</b>
2021100011	21P5499415	
<p>This is to notify you of the <b>Service Campaign Launch</b> regarding calibration of the active ambient lighting in <b>28</b> Model Year (“MY”) 2021-2022 223 and 297 (EQS-Class and S-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>December 3, 2021</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021-2022 EQS-Class and S-Class (223 and 297 platform) vehicles, an incorrect calibration of the LED strips may have been coded for the ambient lighting. As a result, it is possible that the instrument cluster may display the error message “Ambient Light Warning Support Without Function” when the customer selects settings with a green color.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will re-calibrate the ambient lighting.	
<b>Parts</b>	The Remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021-2022	
<b>Vehicle Model</b>	EQS-Class and S-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	28	
<b>Next Steps/Notes</b>		
<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. 2021100011, December 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS-Class and S-Class (223 and 297 platform)**  
**Model Year 2021-2022**

## **Calibration of Ambient Lighting**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021-2022 EQS-Class and S-Class (223 and 297 platform) vehicles, an incorrect calibration of the LED strips may have been coded for the ambient lighting. As a result, it is possible that the instrument cluster may display the error message “Ambient Light Warning Support Without Function” when the customer selects settings with a green color. MBUSA will conduct a service campaign and an authorized Mercedes-Benz dealer will re-calibrate the ambient lighting to remedy the topic.

Prior to performing this Campaign:

- **VMI must always 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 28 vehicles are affected.

Order No. P-SC-2021100011

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

# Service Campaign Bulletin

## Calibration of Ambient Lighting

Model 223 and 297 with code 878

**i** Code 878 corresponds to active ambient lighting

- i**
- Ensure use of **XENTRY Diagnosis version 03/2021** or higher.
  - Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
  - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
  - Use a charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).

**i** If two or more software updates or SCN codings are performed during one workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

**IMPORTANT:** The following must be taken into account before the service appointment and performance of the operations on the customer vehicle in the workshop!

**i** **Two days before** the customer appointment, a XSF ticket must be created in the XENTRY Portal to request **expanded diagnostic rights**. With this XSF ticket, the XENTRY user will receive expanded diagnostic rights for the affected vehicle (VIN-based).

The diagnostic rights are valid for max. **14 days**.

**i** The following entries must be made in the XSF ticket:

- a. Diagnosis → **XENTRY Diagnosis**
- b. Priority → **Standard**
- c. Use case → **Diagnosis**
- d. Operation step → **CU adjustments special functions**
- e. Problem description
  - Expanded diagnostic rights for the calibration of the light-emitting diode strip E34/ 1-6 control units.
  - Service measure damage code: **54 994 15**
  - VIN/FIN: .....
  - XENTRY user ID: .....

## Work Procedure

1. Connect XENTRY Diagnosis.

2. Calibrate **light-emitting diode strip E34/1** control unit.

**i** To do this, select menu item "Quick test view – E34/1 light-emitting diode strip, cockpit, left (LEDB-C-L) - Adaptations – Teach-in processes – Fault rectification".

**i** Then follow the user guidance in XENTRY Diagnosis.

3. Calibrate **light-emitting diode strip E34/2** control unit.

**i** To do this, select menu item "Quick test view – E34/2 light-emitting diode strip, cockpit, right (LEDB-C-R) - Adaptations – Teach-in processes – Fault rectification".

**i** Then follow the user guidance in XENTRY Diagnosis.

4. Calibrate **light-emitting diode strip E34/3** control unit.

**i** To do this, select menu item "Quick test view – E34/3 light-emitting diode strip, door, front left (LEDB-T-VL) - Adaptations – Teach-in processes – Fault rectification".

**i** Then follow the user guidance in XENTRY Diagnosis.

5. Calibrate **light-emitting diode strip E34/4** control unit.

**i** To do this, select menu item "Quick test view – E34/4 light-emitting diode strip, door, front right (LEDB-T-VR) - Adaptations – Teach-in processes – Fault rectification".

**i** Then follow the user guidance in XENTRY Diagnosis.

6. Calibrate **light-emitting diode strip E34/5** control unit.

**i** To do this, select menu item "Quick test view – E34/5 light-emitting diode strip, door, rear left (LEDB-T-HL) - Adaptations – Teach-in processes – Fault rectification".

**i** Then follow the user guidance in XENTRY Diagnosis.

7. Calibrate **light-emitting diode strip E34/6** control unit.

**i** To do this, select menu item "Quick test view – E34/6 light-emitting diode strip, door, rear right (LEDB-T-HR) - Adaptations – Teach-in processes – Fault rectification".

**i** Then follow the user guidance in XENTRY Diagnosis.

8. Disconnect XENTRY Diagnosis.

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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.)
54 994 15	02-0740	Operations: Create XSF ticket	0.2
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1
	02-9706	Calibrate <b>light-emitting diode strip</b> control unit (with XENTRY Diagnosis connected)	Time prescribed by ASRA

**i** **Note:** *Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*

\* Operation item may only be invoiced once for each workshop order!