

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: Service Campaign Launch Notification Retrofit Damping on Front Axle and Replace Engine Lining MY22 EQS-Class (297 platform)	DATE: May 27, 2022

IMPORTANT SERVICE CAMPAIGN LAUNCH

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		May 27, 2022
Campaign No. :	Campaign Desc. :	Retrofit Damping on Front Axle and Replace Engine Lining
2022050012	22P0890002	
<p>This is to notify you of the Service Campaign Launch to retrofit the damping on the front axle and replace the rear engine compartment lining in <u>30</u> Model Year (“MY”) 2022 EQS-Class (297 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on May 27, 2022.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2022 EQS-Class (297 platform) vehicles, the damping on the front axle and rear engine compartment lining do not correspond to current specifications. Thus, it is possible the electronic drivetrain transmission may result in noise in the cabin.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will retrofit the front axle damping and replace the rear engine compartment lining.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2022	
Vehicle Model	EQS-Class	
Vehicle Populations		
Total Campaign Population	30	
Next Steps/Notes		
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 Assistance Center at 1-800-FOR-MERCEDES.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022050012, May 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS-Class (297 platform)**
Model Year 2022

Retrofit Damping on Front Axle and Replace Engine Lining

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2022 EQS-Class (297 platform) vehicles, the damping on the front axle and rear engine compartment lining do not correspond to current specifications. Thus, it is possible the electronic drivetrain transmission may output noise into the cabin. An authorized Mercedes-Benz dealer will retrofit the front axle damping and replace the rear engine compartment lining.

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 30 vehicles are affected.

Order No. P-SC-2022050012

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

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Retrofit damping on front axle drive module and replace rear engine compartment lining

Work Procedure

1. Perform power disconnect of high-voltage on-board electrical system.
i For basic data, see AR47.70-P-1000EQS.
2. Remove rear engine compartment cover (**B, Figure 2**).
i For basic data, see AR61.20-P-1105EQS.
3. Retrofit damping (**A, Figure 1**) in area of power electronics control unit (N147/4) on front axle drive module.
i Before installing the damping, the surface of the power electronics on the front axle drive module must be cleaned.
4. Replace rear engine compartment cover (**B, Figure 2**).

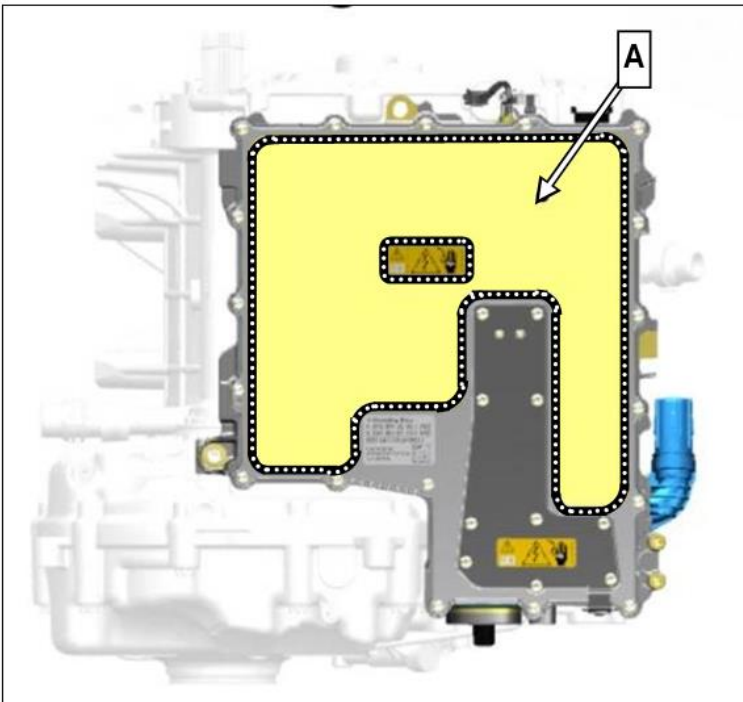


Figure 1

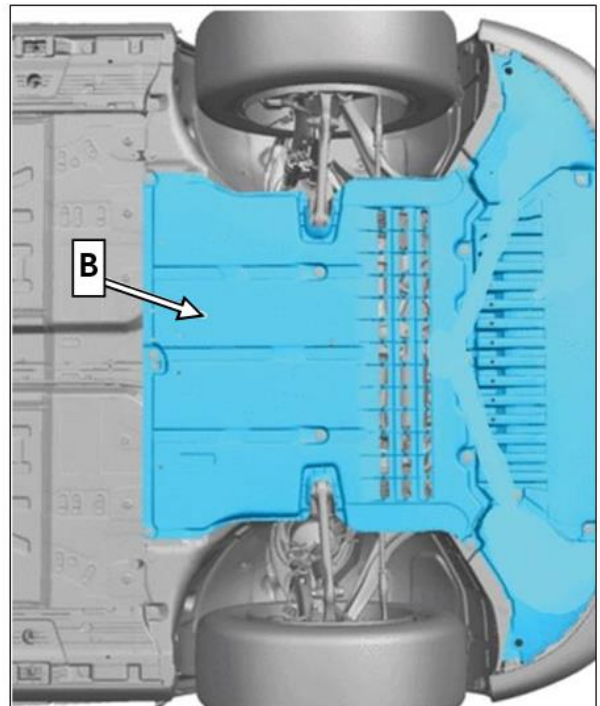


Figure 2

5. Perform commissioning of high-voltage on-board electrical system.
i For basic data, see AR47.70-P-1000EQS.

Primary Parts Information

Qty.	Part Name	Part Number
1	ENGINE COMPARTMENT COVER	A 297 520 46 00
1	FRONT DAMPING	A 297 682 84 02

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.)
08 900 02	02-0883	Retrofit damping on front axle drive module Includes: Replace rear engine compartment cover	0.4
	02-2193	Perform power disconnect/commissioning for high-voltage on-board electrical system	0.5

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.