

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 Provide Charging Cable MY22 EQS-Class (297 platform)	DATE: August 5, 2022

IMPORTANT SERVICE CAMPAIGN LAUNCH

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

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		August 5, 2022
Campaign No. :	Campaign Desc. :	Provide Charging Cable
2022060002	21P0699003	
<p>This is to notify you of the Service Campaign Launch to provide the charging cable in 764 Model Year (“MY”) 2022 EQS-Class (297 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on August 5, 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 corresponding charging cable was not provided in the vehicle.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will provide the corresponding charging cable.	
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 Recall Population	764	
Total Vehicles in Dealer Inventory	0	
Next Steps/Notes		
AOMS/SOMS	AOMs – This recall 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 (1-800-367-6372).</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022060002, August 2022

TO: ALL MERCEDES-BENZ CENTERS

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

Provide Charging Cable

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2022 EQS-Class (297 platform) vehicles, the corresponding charging cable was not provided with the vehicle. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will provide the corresponding charging cable.

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 764 vehicles are affected.

Order No. P-SC-2022060002

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

Provide charging cable as an aftermarket measure

Work Procedure

1. Provide charging cable in vehicle as an aftermarket measure.
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Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	charging cable – Code B35	A 000 583 62 04

* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

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.)
06 990 03	02-0429	Provide charging cable as an aftermarket measure	0.1

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.