

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 Update Instrument Cluster Control Unit Software MY22 EQS-Class (297 platform)	DATE: October 21, 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		October 21, 2022
Campaign No. :	Campaign Desc. :	Update Instrument Cluster Control Unit Software
2022100003	22P5496205	
<p>This is to notify you of the Service Campaign Launch to update the instrument cluster control unit software in 231 Model Year (“MY”) 2022 EQS-Class (297 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on October 21, 2022.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2022 EQS-Class (297 platform) vehicles, instrument cluster control unit software does not correspond with the current series production configuration. The possibility exists that the fault message "Content not available at current vehicle position" is incorrectly shown in the instrument cluster. The instrument cluster will still function accordingly.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the instrument cluster control unit software.	
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	231	
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. 2022100003, October 2022

TO: ALL MERCEDES-BENZ CENTERS

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

Update Instrument Cluster Control Unit Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2022 EQS-Class (297 platform) vehicles, instrument cluster control unit software does not correspond with the current series production configuration. The possibility exists that the fault message "Content not available at current vehicle position" is incorrectly shown in the instrument cluster. The instrument cluster will still function accordingly. An authorized Mercedes-Benz dealer will update the instrument cluster control unit software.

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 231 vehicles are affected.

Order No. P-SC- 2022100003

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

Service Campaign Bulletin

Update instrument cluster control unit software

- i** Code 535 corresponds to CONNECT 20 PREMIUM (NTG7).
- i**
 - Ensure use of **XENTRY Diagnosis version BD/DVD (06/2022)** or higher.
 - Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
 - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.
- i** If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update the **instrument cluster** control unit software.
 - i** To do this, select menu item "Quick test view – **N133/1 instrument cluster** – Adaptations – Control unit update – Update of 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.)
54 962 05	02-9334	Update instrument cluster 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 ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*