

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 Update Battery Management System Control Unit Software MY23 S-Class (223 platform)	DATE: November 3, 2023

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

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		November 3, 2023
Campaign No. :	Campaign Desc. :	Update Battery Management System Control Unit Software
2023100013	23P5496332	
<p>This is to notify you of the Service Campaign Launch to update the battery management system control unit software on 466 Model Year (“MY”) 2023 S-Class (223 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on November 3, 2023.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in certain MY 2023 S-Class (223 platform) vehicles, the battery management system software does not meet current production specifications. In this case, the vehicle may not start, or a message displays in the instrument cluster or in the customer Mercedes me Connect App stating, “possible overheating of the high voltage battery.”	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the battery management system control unit software.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2023	
Vehicle Model	S-Class	
Vehicle Populations		
Total Campaign Population	466	
Next Steps/Notes		
Customer Notification Timeline	Customer letters will not be mailed.	
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. 2023100013, November 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**
Model Year 2023

Update Battery Management System Control Unit Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in certain MY 2023 S-Class (223 platform) vehicles, the battery management system software does not meet current production specifications. In this case, the vehicle may not start, or a message displays in the instrument cluster or in the customer Mercedes me Connect App stating, “possible overheating of the high voltage battery.” An authorized Mercedes-Benz dealer will update the battery management system control unit software.

Prior to performing this Campaign:

- **VMI must 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 466 vehicles are affected.

Order No. P-SC-2023100013

Service Campaign Bulletin

Update Battery Management System Control Unit Software

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - Follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure step 2**.
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update **(N82/2) battery management system (BMS)** control unit software.
 - i** To do this, select menu item "Quick test view → N82/2 - Battery management system (BMS) → Adaptations → Control unit update → Updating 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.)
54 963 32	02-9334	Update (N82/2) battery management system (BMS) 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 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.*