

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 SCN Coding of Powertrain Control Unit MY23-24 EQE (294 platform)	DATE: February 2, 2024

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		February 2, 2024
Campaign No. :	Campaign Desc. :	Update SCN Coding of Powertrain Control Unit
2024010013	24P5499325	
<p>This is to notify you of the Service Campaign Launch to update the SCN coding of the powertrain control unit in 2,490 Model Year (“MY”) 2023-2024 EQE (294 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on February 2, 2024.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 EQE (294 platform) vehicles, the powertrain control unit software may not meet current production specifications. Therefore, it is possible that the authentication for charging via “plug and charge” may not function as intended.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the powertrain control unit SCN coding.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2023-2024	
Vehicle Model	EQE	
Vehicle Populations		
Total Campaign Population	2,490	
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. 2024010013, February 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE (294 platform)**
Model Year 2023-2024

Update SCN Coding of Powertrain Control Unit

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 EQE (294 platform) vehicles, the powertrain control unit software may not meet current production specifications. Therefore, it is possible that the authentication for charging via “plug and charge” may not function as intended. An authorized Mercedes-Benz dealer will update the powertrain control unit SCN coding.

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 2,490 vehicles are affected.

Order No. P-SC-2024010013

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Update SCN Coding of Powertrain Control Unit

- 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. Perform SCN coding in **powertrain control unit (PTCU – N127)**.

i To do this, select menu item "Quick test view – N127- powertrain (PTCU) – Adaptations – Control unit update – Update of SCN coding".

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.)
54 993 25	02-9446	Perform SCN coding in powertrain control unit. (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.*