

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: <b>Service Campaign Launch Notification</b> <b>Wax Inside of Integral Carrier</b> <b>MY23-24 EQE Sedan (295 platform)</b>	DATE: March 15, 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**

March 15, 2024

Campaign No. :

Campaign Desc. :

2024020011

23P6190008

**Wax Inside of Integral Carrier**

This is to notify you of the [Service Campaign Launch](#) to install preservation wax on the inside of the integral carrier on **3,638** Model Year (“MY”) 2023-2024 EQE Sedan (295 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on **March 15, 2024**.

**Background**

**Issue**  
Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 EQE Sedan (295 platform) vehicles, the integral carrier may not meet production specifications. It is possible that over the lifetime of the vehicle, corrosion could occur around the six rivet nuts.

**What We’re Doing**  
MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will install preservation wax on the inside of the integral carrier.

**Parts**  
The remedy is available and can be performed as necessary.

**Vehicles Affected**

**Vehicle Model Year(s)** 2023-2024

**Vehicle Model** EQE Sedan

**Vehicle Populations**

**Total Campaign Population** 3,638

**Next Steps/Notes**

**Customer Notification Timeline**  
Customer letters will not be mailed.

**AOMS/SOMS**  
AOMs – This campaign may generate questions from your dealers.

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.



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024020011, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQE (295 platform)**  
**Model Year 2023 – 2024**

**Wax Inside of Integral Carrier**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 EQE Sedans (295 platform) vehicles, the integral carrier may not meet production specifications. It is possible that over the lifetime of the vehicle, corrosion could occur around the six rivet nuts. An authorized Mercedes-Benz dealer will install preservation wax on the inside of the integral carrier.

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 3,638 vehicles are affected.

Order No. P-SC- 2024020011

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin


Service Campaign Bulletin

## Wax Inside of Integral Carrier


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### Work Procedure


1. Remove lower engine compartment lining.

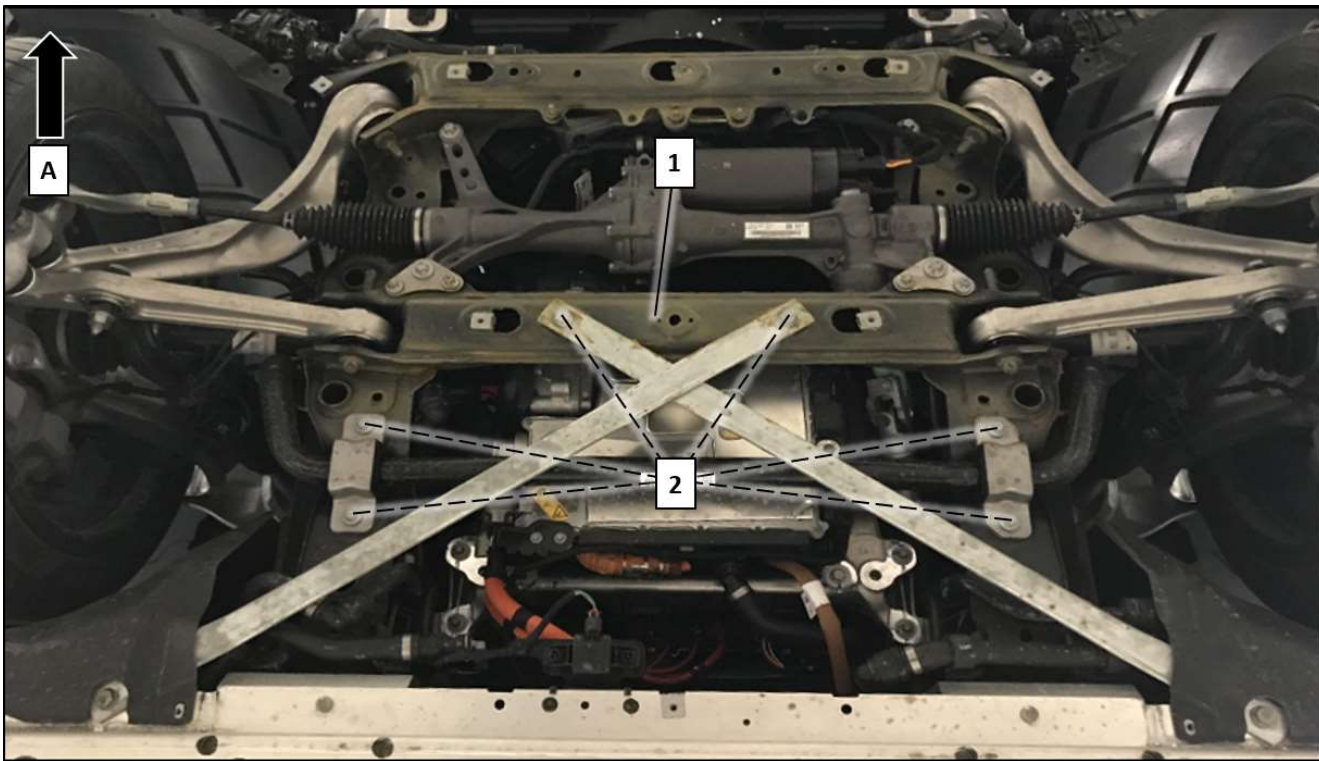
 For basic information, see: **AR61.20-P-1105EQS**

2. Wax the inside of the integral carrier (Figures 1 and 2, 1) in the area of the rivet nuts (Figures 1 and 2, 2) with cavity preservation wax.

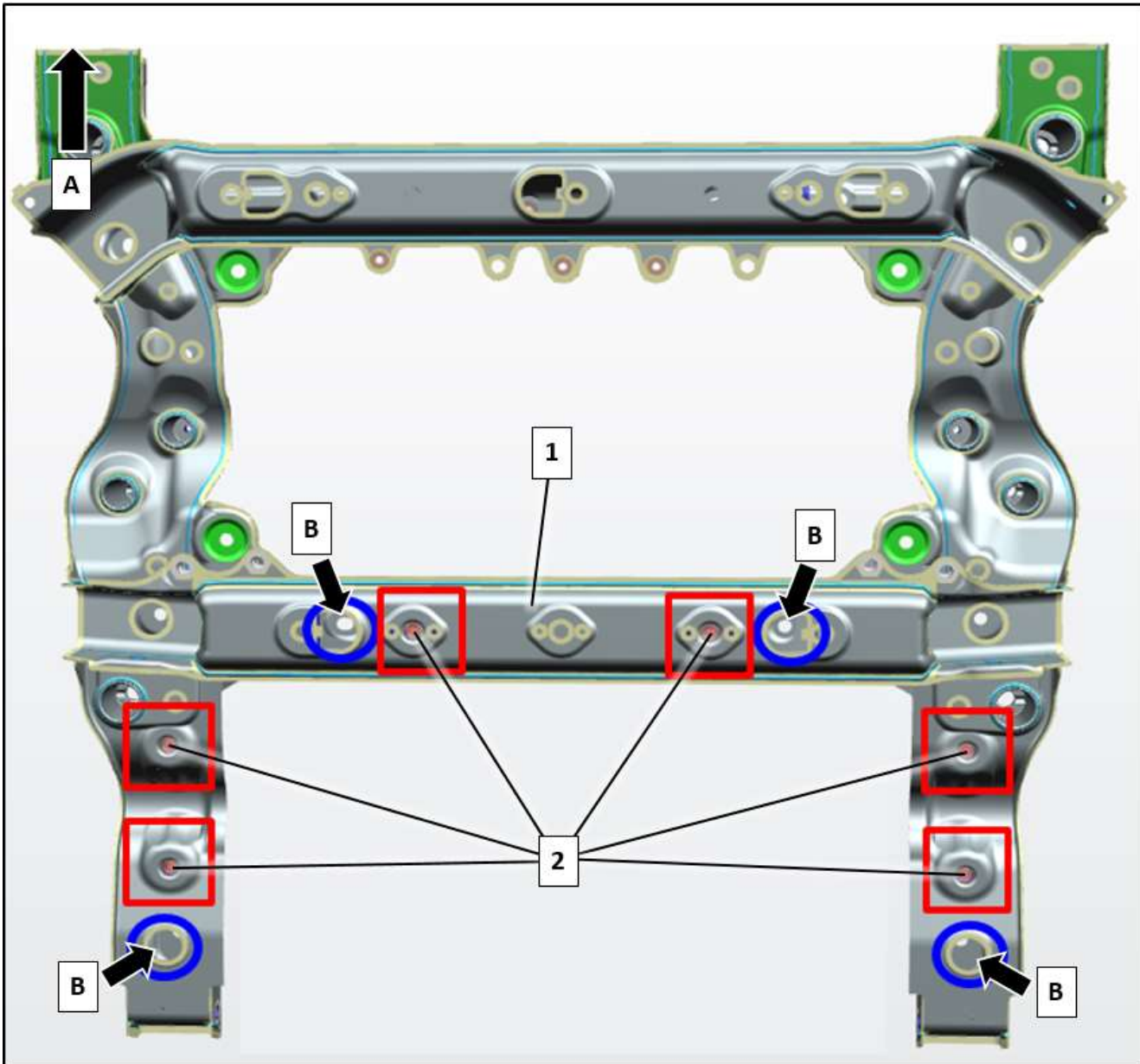
 For tool information, see: **WS97.00-P-0004B**

 Insert the wax nozzle into the appropriate opening (Figure 2, → B) of the integral carrier (Figure 2, 1). From these openings, the cavity preservation wax converges at the lowest point for each of the 6 rivet nuts (Figure 2, 2). Therefore, it is not necessary to hit the rivet nut points exactly; it is sufficient to create a local excess of cavity preservation wax.

 Ensure a sufficient amount of wax is applied.



**Figure 1** Vehicle underside in direction of travel (arrow A)



**Figure 2** Underside of integral carrier (1) in direction of travel (arrow A)

3. Assemble in reverse order.

**Primary Parts Information**

Qty.	Part Name	Part Number
1*	Cavity preservation	A 000 986 72 70 10

\* One container is sufficient for at least 8 vehicles

**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.)
61 900 08	12-1860	Operation: Wax integral carrier in area of rivet nuts <b>Includes:</b> Remove/install lower engine compartment lining	0.6

**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.