## Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers,	FROM: Gregory Gunther, Department Manager, Vehicle
Sales Managers, Service Managers, Parts Managers	Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification	
Update Communication Module Software –	DATE: March 25, 2022
Wave 3 MY22 S-Class (223 platform)	

#### **IMPORTANT RECALL CAMPAIGN UPDATE**

Please see the attached documents related to the campaign listed above.

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

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



News Channel Update

## Vehicle Compliance & Analysis

Recall Camp	paign Laund	ch Notification	March 25, 2022
Campaign No. :	ampaign Laurich Notification       March 25, 2022		
2022030021	2 1V00J	22P5497318	Software – Wave 3
This is to notify you	of the Recall Campaig	gn Launch to update the comm	unication module software –Wave 3 - in <u>251</u> Model Year ("MY")
2022 S-CI gener	ass (223 platform) ve rate questions from c	ustomers. Affected VINs will be	e flagged in VMI as "OPEN" on March 25, 2022.
		Backgrou	ınd
Issue		Mercedes-Benz AG ("MBAG"), on certain Model Year ("MY") the communication module so function might be restricted o be able to be connected to er be directed to the vehicle in t any injury sustained in the acc might notice a warning messa services.	the manufacturer of Mercedes-Benz vehicles, has determined that 2022 S-Class (223 platform) and EQS-Class (297 platform) vehicles, offware might not meet current production specifications. The eCall r not be available at vehicle start-up. Therefore, customers might not nergency assistance. In this case, emergency responders might not he event of an accident, which could increase the consequence of ident for the vehicle occupants. When the issue occurs the customer ge in the display or the non-availability of the Mercedes me connect
What We're Doing		MBUSA will conduct a volunta communication module softw vehicles. <b>NO ACTION is need</b>	ary recall. An over-the-air ("OTA") update will update the are for the automatic emergency call system on the affected <b>led by Dealers.</b>
Parts		Parts are not required for re needed	epair. The recall remedy is available as an OTA so NO ACTION
		Vehicles Aff	ected
Vehicle Model Year(s)		2022	
Vehicle Model		S-Class	
		Vehicle Popu	lations
<b>Total Recall Population</b>		251	
Total Vehicles in Deale	r Inventory	0	
Given this notice, i inventory covered by t as "OPEN" and	t is <u>a violation of Fe</u> this notification unt I vehicles will be re	deral law for a dealer to sell il the vehicle has been repair paired over-the-air. Once the	or lease any <u>new</u> MY22 S-Class and EQS vehicles in dealer ed. Once the remedy is available, the vehicles will be flagged repair is complete, the vehicle may be sold or leased.
Loaner and demonstra	ator vehicles may co ocess, please check	ontinue to be driven, but mus for other repair measures w	it not be retailed until repaired. As a matter of normal service hich might be applicable to the vehicle(s).
Additionally, given this	s notice, it is <u>a viola</u> tł	tion of Federal Law for car re his notification until the vehic	ntal companies to rent new MY22 S-Class vehicles covered by cle has been repaired.
		Next Steps/	Notes
Customer Notification	Timeline	Customer letters were mai	led on February 18, 2022.
AOMS/SOMS		AOMs – This recall may get your dealers ASAP.	nerate questions from your dealers. Please forward this notice to
Rental Fleet Partners		This recall may affect vehic representative for further in preferred MBUSA dealer.	les in your fleet. Please contact your respective MBUSA fleet nformation and next steps. For repairs, please contact your
While we regret any inc F	onvenience this may Please refer all custon	cause, MBUSA is determined to ner inquiries to the Customer A	maintain a high level of vehicle quality and customer satisfaction. ssistance Center at 1-800-FOR-MERCEDES.



## No Service Action is required by the Dealer for this Campaign

Over-the-Air ("OTA") are software updates that are performed remotely and do not require a dealer visit. Customers can continue to drive their vehicles. If the vehicle has not been driven within four weeks or more, – we suggest that the ignition be cycled at least once to initialize the process. Sufficient battery charge may be required for the software update to be initialized.

# Helpful information for you and your customers on how to check for successful update!

Vehicles that have successfully completed OTA updates will be closed in VMI. This process will occur weekly beginning 4/2/2022. In addition, there are also alternative methods to check the status of the software update. Please review the instructions below on how to find this information.

- 1) Remote Diagnostic Test
  - a. Start Remote Diagnostic Test (Figure 1, A).
  - b. Go to Mmc Remote Diagnostics (Figure 1, B).

Option Codes 🛄	E-PDI 🗷
PTSS Info 🔳	Guides / Manuals 📝
	Service Walk Around Form 🗷
Service Sheets 🗷	Multi Point Inspection Form 🗹
Service Bulletin 🕝	Electronic Test Data 🗷
	Available Accessories 📝
	Mmc Activation Status 🗷
	B Mmc Remote Diagnostics 🗹

(Figure 1 – Remote Diagnostics Test)



c. Click Xentry Portal Work Shop (Figure 2)

$\otimes$	XENTRY Portal			00030 - Mercede	s-Benz USA, LLC.		
	9	×					
	XENTRY Order	XENTRY Workshop	XENTRY Tips	MmcR (Only AU,CA,JP,KR,NZ,TW,US)	TIPS Writer	VeDoc	XSF

(Figure 2 – Xentry Portal Workshop)

- d. Type in VIN (Figure 3, A)
- e. Click Quick Test Search (Figure 3, B)

ENTRY Portal XENTRY Workshop	00030 - Mercedes-Benz USA, LLC.				₩ 🔊 Ξ
Search Local contents job selection Archive W1KZF8DB6MA896228 ×					¢ s
FIN / VIN / model designation	Symptom search			Keyword search	
17-digit FIN/VIN or last 7 or 8 digits of FIN/VIN*	Symptom filter	F&f	0 1	() All	_
A W1KZF8DB6MA896228					
3 or 6-digit model designation*	Overall venicle     Maintenance     Comparison ambiente				
ZATHIKY Wookshop         ZATHIKY Wookshop           Coal Continents         Job selection         Archive         W1KZFEDB8MA8896228         ¥           N / VIN / model designation         7-digit FIN/VIN or last 7 or 8 digits of FIN/VIN*         *         *           V1K2F8DB8MA896228         *         *         *         *           V1K2F8DB8MA896228         *         *         *         *           V1K2F8DB8MA896228         *         *         *         *           V1K2F8DB8MA89628         *         *         *         *           V1K2F8DB8MA89628         *         *         *         *           V1K2F8D8MA89628         *         *         <	Power supply Wiring				
Error:-	<ul> <li>Networking</li> <li>Signaling system</li> </ul>				
	Safety and locking system     Cleanine system				
	Oulick test search     Create complaint     Create request				Search



f. Assign quick test – Use latest date or request new vehicle test data for latest data (Figure 4)

i Vehicles must have a currently active Mercedes Me Connect Account.

ASSIDI 10.00.21 17.07
Assign Association and Association

### (Figure 4 – Assign quick test)

- g. Click Telematics service (Figure 5, A)
- h. Click Search (Figure 5, B)

XENTRY Portal     XENTRY Workshop	00030 - Mercede	s-Benz USA, LLC.					Ⅲ 🔏 🗉
Search Local contents Job selection Archive							¢ =
FIN / VIN / model designation		Symptom search				Keyword search	
17-digit FIN/VIN or last 7 or 8 digits of FIN/VIN*		Symptom filter		F & f	0.1	() All	
W1KZF8DB6MA896228							٣
or 3 or 6 digit model designation*		<ul> <li>Sanitary facilities/Kitch</li> <li>Air conditioning</li> <li>Special-purpose vehicle</li> </ul>	hen les				
Assigned quick test: - Mileage: - Error: -		Communication/informat     Information display     Assistance and warning	tion g systems				
		Communication     Entertainment     Telematics service					
	Quick test search	Create complaint Create	request		search:		B

(Figure 5 – Search Telematics Service, A – Telematics Service, B – Search Button)

Search Local contents	Ad selection Active N14214006664616221					•
Content summary Vite: WTK2F8D86MA896228 Model: 213 - E 300 Sedan / E 3 License plate.	Order 550 Sedan Statux Technician:	Open data Grysz, Sho		Artival filme: 24.03.21 12.52 Pick-op filme: 24.03.21 13.52 Cuationeck/dver is waiting: 12	Assigned quick test: - Mileage: - Error: -	a III 🕶
Search				[Computation/Internation] ] [Internation service $ {\bf x}\rangle  {\bf Q} $	Work Items	
fin www	ie kest data	24	-	Vehicle information		
Job ivi	formation			wis		
Star D	Lifetina	0		Star Wring		
Star in	<b>1</b> 00			Operator Manuala 10		
When	s Now?			Maintenance Sheets		
Temps	orary Postings			weboe 0		
۶ ۱۰۰۰	ananca/service			АЗПА		

(Figure 6 – Vehicle test data)

770.705.0600

Sandy Springs, GA 30328

One Mercedes-Benz Drive



j. Click Search on the latest date (Figure 7)

Search Local contents Job selection Archive W18	KZF8DB6MA896228 ×			¢ 1
Vehicle test data				۹ 🏢
VIN: W1K2F5086MA898228 Model: 213 - E 300 Sedan / E 350 Sedan License plate:	Order: Status: Open date 💙 Technician: Grycz, Thomas 💙	Arrival time: 24.03.21 13.52 Pick-up time: 25.03.21 15.52 Customer/driver is waiting: 12	Assigned quick test: - Misage: - Error: -	
Available quick tests				
Date 🖨	Source 🖨	Mileage 🗢		
22.03.21 17:23	TD	4,749 mi		٩
13.03.21 09:15	TD	3,747 mi	+	٩
11.03.21 08:11	TD	3,646 mi	+	٩
08.03.21 15:59	TD	3,549 mi	•	Q
06.03.21 14:30	TD	3,486 mi	+	Q
05.03.21 13:46	TD	3,420 mi	•	٩
03.03.21 08:43	TD	3,262 mi	•	Q
01.03.21 07:59	TD	3,157 mi	•	٩
26.02.21 07:35	TD	3,060 mi	+	٩
23.02.21 16:57	TD	2,989 mi		٩
23.02.21 10:37	TD	2,976 mi	+	Q



k. Click printer icon (Figure 8, A)

Make sure to have Control Unit (Figure 8, B) and Filter F & f enabled (Figure 8,

XENTRY Portal XENTRY Workshop		THOMAS GRYCZ 00030 - Mercedes Benz USA, LLC.		III 🔬 🗉
Search Local contents Job selection Archive	WIKZFEDB6MA896228			۰ .
TD 22.03.21 17:23				a 🏭 🔻
VIN: W1K2F8DB6MA896228 Model: 213 • E 300 Sedan / E 350 Sedan License plate:	Order: Status: Open date ~ Technician: Grycz, Thomas ~	Arrival time: 24.03.21 13.52 Pick-up time: 25.03.21 13.52 Customer/driver is waiting: 02	Assigned quick test: - Mileage: - Error: -	
Basic data and maintenance data Fam Bren	FIN_VIN: WIK2F80656AA80e228		Source: TD	A
Creation date: 3/22/21, 523 PM File:: ■ 1 21/21, 523 PM File:: ■ 1 21/21, 523 PM ■ C				Status
+ Ni62 - Parking system (PB/R)				f

(Figure 8 – Print/Download, A – Printer icon, B – Control Unit view, C – Filter : F &f enabled)





### i. Check Object Number (Figure 9) with Table 1.

	Object number	Supplier	Diagnosis identifier	SW version	HW version
Hardware	206 901 75 07	Continental	000200	21/39 030	20/45 000
Software	206 902 62 06	Continental		21/39 030	
Software	206 902 33 04	Continental		20/45 001	
Software	000 902 88 75	Daimler		20/31 000	
	I	- · ·			

(Figure 9 – Software Object number)

- 2) **Dealer** can alternatively check VeDoc (Figure 10 and Table 1)
  - a. A VIN can be searched via VeDoc (Figure 10, A)
  - b. Click Ramses Control unit (Figure 10, B)
  - c. Check Object Number (Figure 10, C) with Table 1.
  - d. If the Object matches with any of them ones in Table 1 than the OTA was successful

ehicle identification no. (EIN) 4.IG 167149	1A 010015				Vehicle identificatio	n no. (FIN or	VIN)						~	4
ehicle identification no. (VIN) 4JGFB4KB01	A010015			Search									~	Sea Sea
Identification Sales data Equipment	Major assembli Identification plate	es FO texts	Codes Control units	SAA numbers Plant texts	Theff-rele	VPD dat	ta	Orders of th	Serial I	numbers vant par	ts	Navigati	Certifi	ication
Designation					Model Diogenes n.	Shor. Ver.	Hardware o	CVN	AddS	C Se	r Serial number	Mo	П	Show
SEAT-D Sitzsteuergerät Fahrer					SEAT SEATD167	SFD	167 901 00 00		V	•	]	V	-	addit
SEAT-P Sitzsteuergerät Beifahrer					SEAT PSMP167	SFP	167 901 57 00		V	~		~		data
					EZS167	EZS	167 901 35 02			<b>v</b>	2000083029773	<b>V</b>		- Add
ALC-Hardware					ALC213	ALC	167 901 06 02			V		V		unit
ARWT Automatische Rückwandtür					PTCM167	PTCM	167 901 62 02			V		V		E.4.
ASG Anhänger-Steuergerät					TM205	AAG	213 901 31 09			V	2139013109000	V		Ch cont
CPC Central Powertrain Controller					CPC_NG	CPC	000 901 44 06	2122E9F3		~	00090144069E1	~		com
EPS Steuergerät elektrische Lenkung					EPS167	EPS	167 901 27 02				1679012702000	V		Dele
ESP Elektronisches Stabilitätsprogramm					ESP167	ESP	167 901 95 01	4F3505F0		V	1679019501391			cont
GSG Getriebe-Steuergerät					VGSNAG3	GSG	000 901 50 00	B13CBDF!		V	0009015000318	V		Add
GSL Gurtstraffer links					RBTMFL167	GSL	167 901 41 02			•		~		softv
GSR Gurtstraffer rechts					RBTMFR16	GSR	167 901 40 02			~		V		- Dele
HFA Hands Free Access					HFA213	HFA	167 905 02 00			•		~		soft
HIL Hoad Linit					HEAD HU6	HU	177 901 13 03		V	V .	HBM246J25114			
Hermes - Controlunit					VPDP, HERMES	HERM	247 901 64 02		V		2479002907000	<b>v</b>		Add
RI KOMDINISTUMENT					IC177	KI	247 901 69 01			V	2479016901000	V		com
KLA-V Klimabedieneinheit vorne					HVAC222	KLA	000 901 97 06	9B11BA94		~		~		Rem
LRE (Lenkradelektronik)					SWSP177	LRE	099 901 80 00							com
LWR-M Leuchtweitenregulierung Master					VPDP, HLI_FL247	LRL	247 901 09 02		V	•	2479011002000	V		Show
LWR-S Leuchtweitenregulierung Slave					VPDP. HLI_FR247	LRR	247 901 10 02		V	V [	2479010902000			E com
MPC Multi Purpose Camera					MMPC213	MPC	213 901 87 07			V	2139018707000	~		deta
MSG Motor-Steuergerät					MED41	MSG	264 901 06 00	893B3B36		V		V	÷	Filte
Software and components of the selected co	ntrol unit			1.152									_	
• Object number	Software drawing g	SCN	Factory SCN	Alias	Designation				Iden	tification	/serial number			
000 902 69 52		2479025009900003	2479026702190008	EID1	Embedded UICC-ID	Part 1			8903	302420	81008625000000		-	
000 902 70 52				EID2	Embedded UICC-ID	Part 2			9620	7535				
				ICCID	Integrated Circuit Ca	ard Identifier			8901	170427	2505088828		Π	
247 902 50 09				IMEI	International Mobile	Equipment lo	dentity		3541	890822	31716		-	

(Figure 10 - VeDoc example. A - VIN, B - Ramses Controlunit, C - Object Number)





Part	Object Number
SW Ramses	A2069026206



## Information Regarding Warranty Submissions

**DO NOT** SUBMIT A CLAIM FOR AN OTA UPDATE. When submitting claims for other lines on same RO, the following error in EVA could result: "573 Open recall campaign found. Damage code; <1s> "

(Figure 17).

One Mercedes-Benz Drive

Open recall campaign found, damage code: <1s>. 573 (Figure 17 – Error message)

In this case, please confirm error with the following text: "OTA update. No update from dealer required."

Sandy Springs, GA 30328



