

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 Check Front Left and Right Wheel Well Reinforcement MY22-23 EQS (297 platform)	DATE: March 1, 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 1, 2024
Campaign No. :	Campaign Desc. :	Check Front Left and Right Wheel Well Reinforcement
2023090009	23P6290103	
<p>This is to notify you of the Service Campaign Launch to check the front left and right wheel well reinforcement on 4,027 Model Year (“MY”) 2022-2023 EQS (297 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on March 1, 2024.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 EQS (297 platform) vehicles, the front left and right wheel well reinforcement may be missing.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the front left and right wheel well reinforcement on the affected vehicles, and retrofit, if necessary.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2022-2023	
Vehicle Model	EQS	
Vehicle Populations		
Total Campaign Population	4,027	
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. 2023090009, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQS (297 platform)**
Model Year 2022-2023

Inspect Front Left and Right Wheel Well Reinforcement

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022-2023 EQS (297 platform) vehicles, the front left and right wheel well reinforcement may be missing. An authorized Mercedes-Benz dealer will check the front left and right wheel well reinforcement on the affected vehicles, and retrofit, if necessary.

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 4,027 vehicles are affected.

Order No. P-SC-2023090009

Inspect Front Left and Right Wheel Well Reinforcement

Check procedure

1. Lift vehicle on vehicle lift.
i For basic data, see AR00.60-P-1006A.
2. Remove center section of lower engine compartment lining.
i For basic data, see AR61.20-P-1105EQS.
3. Visual check if reinforcement is installed in **both** left and right front wheel wells (**A**, Figures 1 and 2).
 - a. Reinforcement on wheel well (A) **not present**. Carry out **work procedure**.
 - b. Reinforcement on wheel well (A) **present**. **End measure**.



Figure 1, (Left wheel well)



Figure 2, (Right wheel well)

Work procedure

1. Remove front wheel and tire assembly from affected side.
 For basic data, see AR40.10-P-1102A.
 2. Remove rear section of front fender liner from affected side.
 For basic data, see AR88.10-P-1301EQS
 3. Retrofit reinforcement on wheel well as shown (**A, Figures 1 and 2**) on the affected side(s).
 Tighten screw with 30 Nm torque.
 Tighten nut with 30 Nm torque.
 4. Assemble in reverse order.
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Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Reinforcement on left wheel well	A 297 625 47 00
As required (1)	Reinforcement on right wheel well	A 297 625 48 00
As required (4)	M10x35 screws (2 per side)	N 910143 010014
As required (4)	M10 nut (2 per side)	N 000000 008304

The parts must be determined via EPC to match the chassis number.

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.

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.)
62 901 03	12-1726	Operations: Check reinforcement on left and right wheel wells	0.4
	12-1727*	Operations: Retrofit reinforcement on one side of wheel well (after check)	0.6
	12-1735*	Operations: Retrofit reinforcement on both sides of wheel well (after check)	0.9

* Operation item may be invoiced only once for each workshop order.