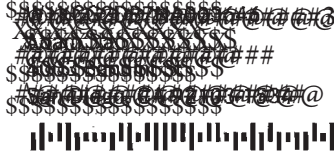




Mercedes-Benz USA, LLC

**SERVICE CAMPAIGN# 2022030031**  
**Update Powertrain Control Unit Software**

May 2022



P-1 T5 P1

Dear Mercedes-Benz Owner:

On behalf of Mercedes-Benz USA, LLC ("MBUSA"), thank you for being a part of the Mercedes-Benz family. We hope that you're enjoying your vehicle. Here at MBUSA, we are committed to delivering an exceptional ownership experience.

In our continuing efforts to ensure the proper performance and quality of your vehicle, we are writing to inform you about a Service Campaign on certain Model Year ("MY") 2022 EQS-Class vehicles. On affected vehicles, the powertrain control unit software may not correspond to current product specifications, and so it is possible that the vehicle may not enter into "READY" mode. If that were to occur, the vehicle would not start. In addition, a warning message may be displayed in the instrument cluster (e.g. "towing prohibited", battery symbol with text "Fault", "High-voltage electrical system fault", or "error message about the 12V battery").

To address this situation, we ask that you please contact an authorized Mercedes-Benz dealer who will update the powertrain control unit software. These repairs are provided **free of charge** under this Service Campaign. We are dedicated to delivering a best-in-class customer experience, and respect for your time is a top priority. While the repair time may take up to **1 hour**, your dealer can provide you with a better estimate of the overall time for this service visit.

**What should YOU DO?**



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers, see [www.mbusa.com](http://www.mbusa.com). **Please mention you are scheduling an appointment to update the powertrain control unit software under Service Campaign #2022030031.** You may be asked for your 17-digit Vehicle Identification Number (VIN), which for your convenience is located above your name at the top of this letter.

**Impacts from COVID-19:** Your health and safety remain our top priority. The Mercedes-Benz dealerships remaining open for repairs and are closely following the guidelines set forth by the CDC. **Free** vehicle pick-up and delivery may be available. Your preferred authorized Mercedes-Benz dealer can confirm availability.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

Should you have any questions or encounter any difficulty regarding this Service Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA

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