

Recall Detail

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| Ref No | 10001130 |
| Manufacturer | Mercedes-Benz AG |
| Vehicle Class | Private car |
| Model/Type | EQS/ 297 |
| Dealer (phone no) | Chai Wan Service Centre: 2895 7323 Hung Hom Service Centre: 2363 9396 Yuen Long Service Centre: 2473 3171 |
| Subject | Software Electric Drivetrain (5496213) |
| Progress | Running |
| Affected Vehicle Identification Number (VIN) | <p>Regarding the chassis number of vehicle affected by this campaign, please refer to EITHER (1) or (2):</p> <p>(1) If vehicle was bought from Zung Fu or ever repaired under warranty in Zung Fu Service Centre, please see below the list of chassis numbers of identified and remaining vehicles.</p> <p>(2) If vehicle was not bought from Zung Fu and never repaired under warranty in Zung Fu Service Centre, and the vehicle production date fell into that specified in "Build date", please contact Zung Fu Service Centres at above mentioned telephone numbers, or Mercedes-Benz Hong Kong Limited (Tel: 2594 8183) to clarify whether your vehicle is affected by this recall.</p> |
| Description of Defect, how it came to light, and possible consequences if ignored. | We have determined on certain vehicles that the software of electric drivetrain unfortunately might not meet specifications. In this case, under specific conditions, inadequate reactions in the fault management and subsequently, a deactivation of the electric drivetrain might occur. In consequence, a loss of propulsion cannot be ruled out increasing the risk of an accident. |
| Remedial Action | As a precautionary measure, to update the software of the electrical drivetrain in affected vehicles. |
| Build Dates | 08/06/2021 – 23/06/2022 |
| Launch Date | 27/06/2023 |
| Tentative Date of Recall Completion | 30/06/2024 |

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| 1 | W1K2971232A000882 |
| 2 | W1K2971232A000883 |
| 3 | W1K2971232A000885 |

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| 4 | W1K2971232A001484 |
| 5 | W1K2971232A007502 |
| 6 | W1K2971232A013674 |

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| 7 | W1K2971232A014142 | 47 | W1K2971232A018418 |
| 8 | W1K2971232A014219 | 48 | W1K2971232A018425 |
| 9 | W1K2971232A014419 | 49 | W1K2971232A018430 |
| 10 | W1K2971232A014503 | 50 | W1K2971232A018452 |
| 11 | W1K2971232A014526 | 51 | W1K2971232A018496 |
| 12 | W1K2971232A014587 | 52 | W1K2971232A018498 |
| 13 | W1K2971232A014608 | 53 | W1K2971232A018515 |
| 14 | W1K2971232A014893 | 54 | W1K2971232A018527 |
| 15 | W1K2971232A014959 | 55 | W1K2971232A018573 |
| 16 | W1K2971232A015027 | 56 | W1K2971232A018668 |
| 17 | W1K2971232A015058 | 57 | W1K2971232A018782 |
| 18 | W1K2971232A015065 | 58 | W1K2971232A018787 |
| 19 | W1K2971232A015302 | 59 | W1K2971232A018816 |
| 20 | W1K2971232A015379 | 60 | W1K2971232A018863 |
| 21 | W1K2971232A016026 | 61 | W1K2971232A018874 |
| 22 | W1K2971232A016153 | 62 | W1K2971232A018928 |
| 23 | W1K2971232A016195 | 63 | W1K2971232A018938 |
| 24 | W1K2971232A016302 | 64 | W1K2971232A019064 |
| 25 | W1K2971232A016305 | 65 | W1K2971232A019169 |
| 26 | W1K2971232A016306 | 66 | W1K2971232A019171 |
| 27 | W1K2971232A017155 | 67 | W1K2971232A019176 |
| 28 | W1K2971232A017174 | 68 | W1K2971232A019200 |
| 29 | W1K2971232A017240 | 69 | W1K2971232A019214 |
| 30 | W1K2971232A017241 | 70 | W1K2971232A019241 |
| 31 | W1K2971232A017330 | 71 | W1K2971232A019255 |
| 32 | W1K2971232A017868 | 72 | W1K2971232A019261 |
| 33 | W1K2971232A017884 | 73 | W1K2971232A019274 |
| 34 | W1K2971232A017885 | 74 | W1K2971232A019275 |
| 35 | W1K2971232A018070 | 75 | W1K2971232A019378 |
| 36 | W1K2971232A018091 | 76 | W1K2971232A019410 |
| 37 | W1K2971232A018108 | 77 | W1K2971232A019432 |
| 38 | W1K2971232A018152 | 78 | W1K2971232A019507 |
| 39 | W1K2971232A018179 | 79 | W1K2971232A019511 |
| 40 | W1K2971232A018211 | 80 | W1K2971232A019549 |
| 41 | W1K2971232A018213 | 81 | W1K2971232A019677 |
| 42 | W1K2971232A018242 | 82 | W1K2971232A019685 |
| 43 | W1K2971232A018252 | 83 | W1K2971232A019707 |
| 44 | W1K2971232A018325 | 84 | W1K2971232A019765 |
| 45 | W1K2971232A018388 | 85 | W1K2971232A019782 |
| 46 | W1K2971232A018394 | 86 | W1K2971232A020196 |

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| 87 | W1K2971232A020199 |
| 88 | W1K2971232A020240 |
| 89 | W1K2971232A020305 |
| 90 | W1K2971232A020348 |
| 91 | W1K2971232A020530 |
| 92 | W1K2971232A020609 |
| 93 | W1K2971232A020615 |
| 94 | W1K2971232A021235 |
| 95 | W1K2971232A021276 |
| 96 | W1K2971232A021277 |
| 97 | W1K2971232A021287 |
| 98 | W1K2971232A021293 |
| 99 | W1K2971232A021308 |
| 100 | W1K2971232A021314 |
| 101 | W1K2971232A021442 |