

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services

RE: **Service Campaign 2020110019 Launch Notification UPDATE**
Flash SRS Control Unit EDR Function Software
MY17-18 213, 238 (E-Class)

Date: January 14, 2022

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION UPDATE

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



Campaign No. :	Campaign Desc. :	Flash SRS Control Unit EDR Function Software UPDATE
2020110019	20P5498916	
<p>This is to notify you of an Update to the Service Campaign to flash the SRS control unit EDR function software on 80,922 Model Year (“MY”) 2017-2018 213, 238 (E-Class) vehicles. Affected VINs were flagged in VMI as "OPEN" on January 15, 2021.</p>		
Background		
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2017-2018 E-Class (213, and 238 platform) vehicles, the supplemental restraint system (“SRS”) control unit software does not correspond to the current production specifications. In this case, some event data recorder (“EDR”) data might not be recorded correctly. No other functions of the SRS control unit are affected.</p>	
What We’re Doing	<p>The campaign was deactivated and will be reactivated once replacement parts are available.</p> <p>Claims for repairs prior to deactivation: Important claim information: MBUSA will open the campaign on 5/28/2021 – 5/31/2021 for all pre-existing claims to be submitted. Only vehicles that have “RO open” dates before 5/27/2021 will be able to submit a claim on 5/29/2021 – 6/1/2021. The campaign will once again be removed on 6/2/2021, until further notice. “No exceptions will be allowed”.</p>	
Parts	Parts are currently not available.	
Vehicle Model Year(s)	2017-2018	
Vehicle Model	E-Class	
Vehicle Populations		
Total Campaign Population	80,922	
Next Steps/Notes		
AOMS/SOMS	AOMs - This Service 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. 2020110019, January 2021

Revision C 01/14/2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models E-Class (213, and 238 Platform)**
Model Years 2017-2018

Flash SRS control Unit EDR Function Software, replace control unit for airbag and seat belt tensioner if necessary

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2017-2018 E-Class (213, and 238 platform) vehicles, the supplemental restraint system ("SRS") control unit software does not correspond to the current production specifications. In this case, some event data recorder ("EDR") data might not be recorded correctly. No other functions of the SRS control unit are affected. An authorized Mercedes-Benz dealer will update the SRS control unit software.

Prior to performing this Campaign:

- VMI must always 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 80,922 vehicles are affected.

Order No. P-SC-2020110019

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

Service Campaign Bulletin

Update Supplemental Restraint System (SRS) control unit software, **replace control unit for airbag and seat belt tensioner if necessary**

Models 213 and 238

Modification note: Subject changed, information in operation step 2 about replacing the control unit, parts table, and operation item 02-1986 added.

- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (12/2020)** or higher.
- Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.
- i** If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

Work procedure

1. Connect XENTRY Diagnosis.
 2. Update software of **Supplemental Restraint System (SRS)** control unit.
 - i** To do this, select menu item "Quick test view **N2/10- Supplemental Restraint System (SRS)** - Adaptations – Configuration – Manual settings – Check control unit software – Accounting number 54 989 16.
 - i** Then follow the user guidance in XENTRY Diagnosis.
 - i** Xentry may issue a prompt to replace the **Supplemental Restraint System (SRS)** control unit. **If this happens, the control unit must be replaced instead of updating (AR91.60-P-0624LW).**
 3. Disconnect XENTRY Diagnosis.
-

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Airbag control unit (SRS)	A 213 900 87 28

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.)
54 989 16	02-9334	Update software of Supplemental Restraint System (SRS) control unit (XENTRY Diagnosis connected)	0.1 h
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1 h
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h
	02-1986	Replace control unit for airbag and emergency tensioning retractor Includes: <ul style="list-style-type: none"> • Disconnect/connect ground line • Remove/install head unit • Replace Supplemental Restraint System (SRS) control unit • Perform commissioning 	1.1 h

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

i **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.