

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 2021010001 Launch Notification](#)  
**Update Transmission Control Unit Software**  
**MY20 217 (S-Class)**

Date: January 29, 2021

## IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Transmission Control Unit Software</b>
2021010001	20P5499719	
<p>This is to notify you of a <a href="#">Service Campaign</a> launch regarding updating the transmission control unit software on <b>369</b> Model Year ("MY") 2020 217 (S-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>January 29, 2021</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 S-Class (217 Platform), the transmission control unit software does not correspond to the current production specifications.	
<b>What We're Doing</b>	MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will update the transmission control unit software.	
<b>Parts</b>	Parts are not necessary for this Service Campaign.	
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	S-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	369	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	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. 2021010001, January 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models S-Class (217 Platform)**  
**Model Year 2020**

***Perform SCN coding in the fully integrated transmission control (VGS) control unit***

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 S-Class (217 Platform), the transmission control unit software does not correspond to the current production specifications. An authorized Mercedes-Benz dealer will update the software as necessary.

Prior to performing this Service Campaign:


- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 369 vehicle is affected.

Order No. P-SC-2021010001





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

**i Note:**

- Use Xentry 6/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

**Procedure**

1. Connect XENTRY Diagnosis.
2. Perform SCN coding in the VGSNAG3 control unit.

**i** To do this, select menu item "Quick test view  **Y3/8n4 - Transmission control (VGS)**   
Adaptations  Control unit update  Update of SCN coding".

**i** Then follow the user guidance in XENTRY Diagnosis.

**Warranty Information**

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Perform SCN coding in the VGSNAG3 control unit. (02-9446)

Damage Code	Operation Number	Labor Time (hrs.)
54 997 19 8	02-5058*	0.1
	02-4762*	0.1
	02-9446	0.1

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

**i Note**

Operation Number labor times are subject to change