

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 2021040019 Launch Notification](#)
Update Powertrain Control Unit Software
MY20 463 (G-Class)

Date: May 14, 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



Campaign No. :	Campaign Desc. :	Update Powertrain Control Unit Software
2021040019	20P5499721	
<p>This is to notify you of a Service Campaign launch regarding updating the powertrain control unit software on 2,881 Model Year ("MY") 2020 463 (G-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on May 14, 2021.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020 G-Class (463 platform) vehicles, the powertrain control unit software does not meet current production specification.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the powertrain control unit software.	
Parts	Parts are not necessary for this Service Campaign.	
Vehicle Model Year(s)	2020	
Vehicle Model	G-Class	
Vehicle Populations		
Total Campaign Population	2,881	
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. 2021040019, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models G-Class (463 platform)**
Model Year 2020
Update Powertrain Control Unit Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020 G-Class (463 platform) vehicles, the powertrain control unit software does not meet current production specification. An authorized Mercedes-Benz dealer will update the powertrain 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 2,881 vehicle is affected.

Order No. P-SC-2021040019

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.

Service Campaign Bulletin


Service Campaign Bulletin

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i Note:

- Use Xentry 09/20 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. Update powertrain control unit software.

i To do this, select menu item "Quick test view ➡ **N127 powertrain control unit** ➡ Adaptations ➡ Control unit update ➡ Update of control unit software.

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)
Update powertrain control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 997 21 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

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

i Note

Operation Number labor times are subject to change