

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 Launch Notification Update SCN coding in the Automatic Air Condition Control Unit MY15-20 205, 222, and 253 (C-Class, GLC-Class, and S-Class)	DATE: December 3, 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



Service Campaign Launch Notification		December 3, 2021
Campaign No. :	Campaign Desc. :	Update SCN Coding in the Automatic Air Condition Control Unit
2021110013	21P5498810	
This is to notify you of a Service Campaign launch regarding updating the SCN coding in the automatic air conditioning control unit on 9,715 Model Year ("MY") 2015-2020 C-Class, GLC-Class, and S-Class (205, 222, and 253 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on December 3, 2021 .		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2015-2020 C-Class, GLC-Class, and S-Class (205, 222, and 253 platform) vehicles, the automatic air conditioning 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 automatic air conditioning control unit.	
Parts	Parts are not necessary for this Service Campaign.	
Vehicles Affected		
Vehicle Model Year(s)	2015-2020	
Vehicle Model	C-Class, GLC-Class, and S-Class	
Vehicle Populations		
Total Campaign Population	9,715	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
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.		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021110013, December 2021

Revision A 2/25/2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, GLC-Class, and S-Class (205, 253, and 222 platform)
Model Year 2015-2020**

Update automatic air conditioning (AAC) control unit software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2015-2020 C-Class, GLC-Class, and S-Class (205, 222, and 253 platform) vehicles, the automatic air conditioning control unit software does not meet current production specification. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the automatic air conditioning control unit.

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 9,715 vehicles are affected.

Order No. P-SC-2021110013

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 automatic air conditioning (AAC) control unit software

Model 205, 222 and 253

- i** • Ensure use of **XENTRY Diagnosis version 09/2021** or higher.
- Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a 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, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update automatic air conditioning (AAC) control unit software
 - i** To do this, select menu item "Quick test view – N22/1- air conditioning (AAC) – Adaptations – Control unit update – Updating of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

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.)
54 988 10	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-9334	Update automatic air conditioning (AAC) control unit software (with XENTRY Diagnosis connected)	0.1

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.