

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 MBUX Control Unit Navigation Software MY21-22 A-Class (177 platform), CLA-Class (118 platform), CLS-Class (257 platform), E-Class (213 and 238 platform), GLA-Class, GLB-Class (247 platform), GLC-Class (253 platform), GLE-Class, GLS-Class (167 platform), and GT-Class (290 platform)	DATE: February 11, 2022

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		February 11, 2022
Campaign No. :	Campaign Desc. :	Update MBUX Control Unit Navigation Software
2022010008	21P5497301	
<p>This is to notify you of the Service Campaign Launch to update the MBUX control unit software in 37,957 Model Year (“MY”) 2021-2022 A-Class (177 platform), CLA-Class (118 platform), CLS-Class (257 platform), E-Class (213 and 238 platform), GLA-Class, GLB-Class (247 platform), GLC-Class (253 platform), GLE-Class, GLS-Class (167 platform), and GT-Class (290 platform). The vehicles will be visible and flagged in VMI as “OPEN” on February 11, 2022.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021-22 A-Class (177 platform), CLA-Class (118 platform), CLS-Class (257 platform), E-Class (213 and 238 platform), GLA-Class, GLB-Class (247 platform), GLC-Class (253 platform), GLE-Class, GLS-Class (167 platform), and GT-Class (290 platform) vehicles, the software for the MBUX control unit does not correspond with the latest series production configuration, and subsequently, navigation may not be available.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the MBUX control unit software.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021-2022	
Vehicle Models	A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class	
Vehicle Populations		
Total Campaign Population	37,957	
Next Steps/Notes		
AOMS/SOMS	AOMs – This 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. 2022010008, February 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2021-2022

Update MBUX Control Unit Navigation Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2021-2022 A-Class (177 platform), CLA-Class (118 platform), CLS-Class (257 platform), E-Class (213 and 238 platform), GLA-Class, GLB-Class (247 platform), GLC-Class (253 platform), GLE-Class, GLS-Class (167 platform), and GT-Class (290 platform) vehicles, the software for the MBUX control unit does not correspond with the latest series production configuration. The possibility exists that the navigation may not be available.

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 37,957 vehicles are affected.

Order No. P-SC-2022010008

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 multimedia system (MBUX) control unit software

Model 118; 167; 177; 213; 238; 247; 253; 257; 290

- i** • Ensure use of **XENTRY Diagnosis version** BD/DVD (12/2021) 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, 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 **multimedia system (MBUX)** control unit software.
 - i** To do this, select menu item "Quick test view – **A26/17 MBUX multimedia system (Head unit)** – Adaptations – Control unit update – Updating of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
 3. Disconnect XENTRY Diagnosis.
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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.)
54 973 01	02-9334*	Update multimedia system (MBUX) control unit software (with 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

* The operation item is to be repeated as often as necessary.

** Operation item may only be invoiced 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.*