

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: <b>Service Campaign Launch Notification</b> <b>Update Powertrain Control Unit Software</b> <b>MY15-18 C-Class and GLC-Class (205 and 253 platform)</b>	DATE: March 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



<b>Service Campaign Launch Notification</b>		<b>March 11, 2022</b>
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Powertrain Control Unit Software</b>
2022030005	21P5498710	
<p>This is to notify you of the <b>Service Campaign Launch</b> to update the powertrain control unit software in <b>26,395</b> Model Year (“MY”) 2015-2018 C-Class and GLC-Class (205 and 253 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on March 11, 2022.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2015-2018 C-Class and GLC-Class (205 and 253 platform) vehicles, the software for the powertrain control unit may not correspond to the current production specifications. It is possible that the next maintenance interval is displayed to the user as a negative distance reading in the instrument cluster.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the powertrain control unit software.	
<b>Parts</b>	The Remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2015-2018	
<b>Vehicle Model</b>	C-Class and GLC-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	26,395	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	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. 2022030005, March 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models C-Class and GLC-Class (205 and 253 platform)**  
**Model Year 2015-2018**

## **Update Powertrain Control Unit Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2015-2018 C-Class and GLC-Class (205 and 253 platform) vehicles, the software for the powertrain control unit may not correspond to the current production specifications. It is possible that the next maintenance interval is displayed to the user as a negative distance reading in the instrument cluster. 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 26,395 vehicles are affected.

Order No. P-SC-2022030005

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

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## Update powertrain control unit software

Model 205; 253

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- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (12/2021)** 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 powertrain control unit (PTCU) software.
    - i** To do this, select menu item "Quick test view – N127 Control unit 'Powertrain' (PTCU) – 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.)
54 987 10	02-9334	Update powertrain control unit (PTCU) software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

\* 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.*