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| 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 ESP Control Unit MY21 C-Class and GLC-Class (205 and 253 platform) | DATE: April 1, 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



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| Service Campaign Launch Notification | | April 1, 2022 |
| Campaign No. : | Campaign Desc. : | Update SCN coding in Electronic Stability Program Control Unit |
| 2022030010 | 21P5498304 | |
| <p>This is to notify you of the Service Campaign Launch to update the electronic stability program (“ESP”) SCN coding in 3,927 Model Year (“MY”) 2021 C-Class and GLC-Class (205 and 253 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on April 1, 2022.</p> | | |
| Background | | |
| Issue | Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2021 C-Class and GLC-Class (205 and 253 platform) vehicles, the ESP control unit coding may not correspond to the current series production configuration. In the event of an OBD-relevant error in the ESP control unit, no error code could be stored. Accordingly, the engine diagnosis warning lamp (MIL) does not light up. | |
| What We’re Doing | MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will perform SCN coding in the ESP control unit on the affected vehicles. | |
| Parts | The Remedy is available and can be performed as necessary. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2021 | |
| Vehicle Model | C-Class and GLC-Class | |
| Vehicle Populations | | |
| Total Campaign Population | 3,927 | |
| 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. 2022030010, April 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class and GLC-Class (205 and 253 platform)**
Model Year 2021

Perform SCN coding in ESP Control Unit

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2021 C-Class and GLC-Class (205 and 253 platform) vehicles, the ESP control unit coding may not correspond to the current series production configuration. In the event of an OBD-relevant error in the ESP control unit, no error code could be stored. Accordingly, the engine diagnosis warning lamp (MIL) does not light up. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will perform a SCN coding.

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 3,927 vehicles are affected.

Order No. P-SC-2022030010

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

Perform SCN coding in Electronic Stability Program (ESP) control unit

Models 205 and 253

- i** • Ensure use of **XENTRY Diagnosis version 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, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

Work Procedure

1. Connect XENTRY Diagnosis.
 2. Perform SCN coding in Electronic stability program (ESP) control unit.
 - i** To do this, select menu item “Quick test view – N30/4- Electronic stability program (ESP) – Adaptations – Control unit update – Updating of SCN coding”.
 - 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.) |
|-------------|------------------|---|-------------------|
| 54 983 04 | 02-9446 | Perform SCN coding in Electronic Stability Program (ESP) control unit (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 be invoiced only 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.*