

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 Transmission Control Unit Software MY19-20 CLA-Class, A-Class, and GLB-Class (118, 177, and 247 platform)	DATE: June 3, 2022

IMPORTANT SERVICE CAMPAIGN LAUNCH

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

June 3, 2022

Campaign No. :

Campaign Desc. :

2022050022

20P54989 19

Update Transmission Control Unit Software

This is to notify you of the [Service Campaign Launch](#) to update the transmission control unit software in **33,704** Model Year (“MY”) 2019-2020 CLA-Class, A-Class, and GLB-Class (118, 177, and 247 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on **June 3, 2022**.

Background

Issue
Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019-2020 CLA-Class, A-Class, and GLB-Class (118, 177, and 247 platform) vehicles, the transmission control unit software may not correspond to current product specifications. It is possible that the vehicle may switch to coasting mode during deceleration or rolling when engaged in drive mode “E”. In drive mode “E”, coasting operation is displayed in the instrument cluster as “D” and may be green instead of white. When exiting coasting mode, the “N” drive mode instead of “D” may be activated. The current drive mode will be displayed in the instrument cluster.

What We’re Doing
MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the transmission control unit software.

Parts
The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s) 2019-2020
Vehicle Model CLA-Class, A-Class, and GLB-Class

Vehicle Populations

Total Recall Population 33,704

Next Steps/Notes

AOMS/SOMS
AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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. 2022050022, June 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models CLA-Class, A-Class, and GLB-Class (118, 177, and 247 platform)
Model Year 2019-2020**

Update Transmission Control Unit Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019-2020 CLA-Class, A-Class, and GLB-Class (118, 177, and 247 platform) vehicles, the transmission control unit software may not correspond to current product specifications. It is possible that the vehicle may switch to coasting mode during deceleration or rolling when engaged in drive mode “E”. In drive mode “E”, coasting operation is displayed in the instrument cluster as “D” and may be green instead of white. When exiting coasting mode, the “N” drive mode instead of “D” may be activated. The current drive mode will be displayed in the instrument cluster. An authorized Mercedes-Benz dealer will update the transmission 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 33,704 vehicles are affected.

Order No. P-SC-2022050022

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 transmission control unit software

- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (09/2020)** 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 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 **once for each workshop order**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update **Y3/14 transmission control for 7 speed dual-clutch transmission (DKG)**.
 - i** To do this select "Quick test view – Y3/14 transmission control for 7 speed dual-clutch transmission (DKG) - 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.)
54 989 19	02-9334	Update Y3/14n4 transmission control (DKG) control unit software (with XENTRY Diagnosis connected)	0.1h
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1h
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1h

* 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.*