

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: Emission Recall Campaign Launch Notification Update Engine Control Unit Software MY19-20 C, E, S, GLS, GLE, GLC, SLC, SL, G & AMG-GT-Class (205, 213, 217, 222, 166, 292, 253, 172, 231, 463, 290, 190 platforms)	DATE: 7/1/2022

IMPORTANT EMISSION RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

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



Recall Campaign Launch Notification			July 1, 2022
Campaign No. :	CA DMV. :	Campaign Desc. :	Update Engine Control Unit Software
2021080018	210818	21P5499210	
<p>This is to notify you of the Emission Recall Campaign LAUNCH notification to update the engine control unit software in 1,812 Model Year (“MY”) 2019-2020 C, E, S, GLS, GLE, GLC, SLC, SL, G & AMG GT-Class (205, 213, 217, 222, 166, 292, 253, 172, 231, 463, 290, 190 platforms). A customer notification letter will be mailed to customers advising of this emission recall, which may generate questions. Affected VINs will be flagged in VMI as “OPEN” on July 1, 2022.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that certain vehicles may not meet current OBD software requirements.		
What We’re Doing	MBUSA will conduct a voluntary Emission Recall Campaign in which an authorized Mercedes-Benz dealer will update the engine control unit software in the affected vehicles.		
Parts	Parts are not required for this campaign since the remedy is software based		
Vehicles Affected			
Vehicle Model Year(s)	2019-2020		
Vehicle Model	C, E, S, GLS, GLE, GLC, SLC, SL, G & AMG GT-Class (205, 213, 217, 222, 166, 292, 253, 172, 231, 463, 290, 190 platforms)		
Vehicle Populations			
Total Recall Population	1,812		
<p>Notice to California Dealers: As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on 7/15/2022.		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<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>			





Mercedes-Benz

Campaign No. 2021080018, July 2022

TO: ALL MERCEDES-BENZ CENTERS/DEALERSHIPS

SUBJECT: **Model Various**
Model year 2019-2020**Update Engine Control Unit Software (Cylinder Bank Compensation)**

Mercedes-Benz AG has determined that certain C-Class (205 platform), E-Class (213 platform), S-Class Coupe/Convertible (217 platform), S-Class (222 platform), GLE/GLS (166 platform), GLE Coupe (292 platform), GLC (253 platform), SLC (172 platform), SL (231 platform), G-Class (463 platform), AMG GT 4-doors Coupe (290 platform) and AMG GT (190 platform) vehicles may not meet current OBD software requirements. An emission recall campaign is being conducted to remedy the situation in which a dealership would update the engine 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.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 1,812 vehicles are affected.

Order No. P-RC-2021080018

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

i Note:**Update engine control unit software**

Models 205, 213, 217, 222, 166, 292, 253, 172, 231, 463, 290, and 190 with M177

- i**
 - Ensure use of **XENTRY Diagnosis version BD/DVD (03/2021)** 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 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. Update engine control unit software.
 - i** To do this, select menu item "Quick test view ➡ **N3/10 Motor electronics** ➡ 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

- Operation: 02-9334** Update engine control unit software (with XENTRY Diagnosis connected)
02-4762* Connect/disconnect diagnostic system (XENTRY Diagnosis)
02-5058* Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)

Damage Code	Operation Number	Labor Time (hrs.)
54 992 10	02-9334	0.1
	02-4762*	0.1
	02-5058*	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.

i The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank areas of the label. The campaign number for the California Proof of Correction is unique and must be entered as such (210818), your dealer code, and the date of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) **Figure 2**, after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction is unique and must be entered as such (210818).

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 42 14
1	Label (CA Dealers Only)	A 000 584 54 13