

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 Mobile Phone Cradle Control Unit Software</b> <b>MY20-22 Various Models</b>	DATE: July 1, 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



<b>Service Campaign Launch Notification</b>		July 1, 2022
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Mobile Phone Cradle Control Unit Software</b>
2022060008	22P5497307	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to update the mobile phone cradle control unit software in <b>63,691</b> Model Year (“MY”) 2020-2022 A-Class, C-Class, CLA-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, and GLS-Class (118, 167, 177, 205, 247, and 253 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>July 1, 2022</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2022 A-Class, C-Class, CLA-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, and GLS-Class (118, 167, 177, 205, 247, and 253 platform) vehicles, the mobile phone cradle control unit software does not correspond to the current series production specifications. It is therefore possible that the inductive charging function may not work as intended.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the mobile phone cradle 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>	2020-2022	
<b>Vehicle Model</b>	A-Class, C-Class, CLA-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, and GLS-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	63,691	
<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. 2022060008, July 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**  
**Model Year 2020-2022**

## **Update Mobile Phone Cradle Control Unit Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2022 A-Class, C-Class, CLA-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, and GLS-Class (118, 167, 177, 205, 247, and 253 platform) vehicles, the mobile phone cradle control unit software does not correspond to the current series production specifications. It is therefore possible that the inductive charging function may not work as intended. An authorized Mercedes-Benz dealer will update the mobile phone cradle 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 63,691 vehicles are affected.

Order No. P-SC-2022060008

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

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## Update mobile phone cradle control unit software

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- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (03/2022)** 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 **N123/8 mobile phone cradle (MTAS)** control unit software.
    - i** To do this, select menu item "Quick test view – Information and communication – **N123/8 mobile phone cradle (MTAS)** - 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 9730 7	02-9334	Update <b>mobile phone cradle (MTAS)</b> control unit software (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.*