

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>Emission Service Campaign 2021060009 Notification Perform Software Update - 48V Battery Management System</b>	DATE: February 8, 2023

## IMPORTANT NEW EMISSION SERVICE CAMPAIGN 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>Emission Service Campaign Notification</b>		<b>February 8, 2023</b>
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Perform Software Update - 48V Battery Management System</b>
<b>2021060009</b>	<b>21P5499625</b>	
<p>This NCU replaces the prior NCUs issued on October 7 &amp; 12, 2022 and contains clarification on the launch date of the campaign. This is to notify you of an <b>Emission Service Campaign</b> to perform a software update for the 48V Battery Management System on <b>58,546</b> Model Year ("MY") 2021 GLE/GLS-Class, E-Class, E-Class Coupe/Convertible, CLS-Class and AMG GT (167, 213, 238, 257 and 290 platforms) vehicles. The affected vehicles will be visible and flagged in VMI as "OPEN" on <b>February 9, 2023</b>.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 GLE/GLS-Class, E-Class, E-Class Coupe/Convertible, CLS-Class and AMG GT (167, 213, 238, 257 and 290 platforms) vehicles, the 48V battery management system software might not meet specifications which could potentially result in one or more of the following circumstances:</p> <p>Audible tone, and alternating malfunction warning messages in the instrument cluster for Transmission Malfunction, 48V, 12V, and/or the coolant temperature followed by reduced engine output.</p> <p>The vehicle may not start during initial start-up (ECO start-stop system is not affected).</p> <p>OBD monitoring functionality may not become active for the battery control unit coolant temperature.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct an Emission Service Campaign. An authorized Mercedes-Benz dealer will perform a software update on the 48V battery management system for the affected vehicles. Affected customers will be notified via First Class letter to have the update performed on their vehicle.</p>	
<b>Parts</b>	<b>Parts are not required for this campaign since the remedy is software based</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021	
<b>Vehicle Model</b>	GLE/GLS-Class, E-Class, E-Class Coupe/Convertible, CLS-Class, AMG GT	
<b>Vehicle Population</b>		
<b>Total Campaign Population</b>	58,546	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Approximately two weeks after the posting of this NCU, a letter will be sent to owners notifying them of this emission service campaign. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021060009, February 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**  
**Model Year 2021**

## **Perform Software Update - 48V Battery Management System**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 GLE/GLS-Class, E-Class, E-Class Coupe/Convertible, CLS-Class and AMG GT (167, 213, 238, 257 and 290 platforms) vehicles, the 48V battery management system software might not meet specifications, which could potentially result in one or more of the following circumstances:

- Audible tone, and alternating malfunction warning messages in the instrument cluster for Transmission Malfunction, 48V, 12V, and / or the coolant temperature followed by reduced engine output.
- The vehicle may not start during initial start-up (ECO start-stop system is not affected).
- OBD monitoring functionality may not become active for the battery control unit coolant temperature.

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 58,546 vehicles are affected.

Order No. P-SC- 2021060009

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 48 V on-board electrical system battery control unit software

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- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (12/2020)** or higher.
- Before starting the work procedure, install all **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, 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 48 V on-board electrical system battery control unit software.
  - i** To do this, select menu item "Quick test view – G1/3 – 48 V on-board electrical system battery (48 V-LIB) – Adaptations – Control unit update – Update 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.)
54 996 25	02-9334	Update 48 V on-board electrical system battery control unit 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.*