

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 CU SW MY19-20 A-Class and CLA-Class (118 and 177 platform)	DATE: October 28, 2022

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		October 28, 2022
Campaign No. :	Campaign Desc. :	Update Transmission CU SW
2022100008	19P5498913	
<p>This is to notify you of the Service Campaign Launch to update the transmission control unit software in 21,328 Model Year (“MY”) 2019-2020 A-Class and CLA-Class (118 and 177 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on October 28, 2022.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019-2020 A-Class and CLA-Class (118 and 177 platform) vehicles, the transmission control unit software does not correspond with the current series configuration. The possibility exists that the vehicle does not start and the fault message “vehicle at risk of rolling and transmission not in P position” is incorrectly shown. Upon cycling the ignition the vehicle’s function could be restored.	
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	A-Class and CLA-Class	
Vehicle Populations		
Total Campaign Population	21,328	
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. 2022100008, October 2022

TO: ALL MERCEDES-BENZ CENTERS

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

Update Transmission CU SW

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019-2020 A-Class and CLA-Class (118 and 177 platform) vehicles, the transmission control unit software does not correspond with the current series configuration. The possibility exists that the vehicle does not start and the fault message “vehicle at risk of rolling and transmission not in P position” is incorrectly shown. Upon cycling the ignition the vehicle’s function could be restored. 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 21,328 vehicles are affected.

Order No. P-SC-2022100008

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.

Service Campaign Bulletin

Update electronic transmission control software for dual-clutch transmission

- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (09/2022)** 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. Update the software of the **Y3/14 electronic transmission control unit for dual-clutch transmissions (DKG)**.
 - i** To do this, select menu item "Quick test view – Y3/14 Electronic transmission control for dual-clutch transmission (DKG) - 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.)
54 989 13	02-9334	Update the software of the Y3/14 electronic transmission control unit for dual-clutch transmissions (DKG) (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.*