

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 2023060003 Notification Perform Software Update to Air Conditioning Control Unit</b>	DATE: June 15, 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



Emission Service Campaign Notification		June 15, 2023
Campaign No. :	Campaign Desc. :	<b>Perform Software Update to Air Conditioning Control Unit</b>
2023060003	21P5499508	
<p>This is to notify you of an <b>Emission Service Campaign</b> to perform software update to air conditioning control unit on <b>9,119</b> Model Year ("MY") 2016 – 2021 C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) vehicles. The affected vehicles will be visible and flagged in VMI as "OPEN" on <b>June 16, 2023</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2016 – 2021 C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) vehicles, the air conditioning control unit software may not meet production specifications. There is a possibility that a stuck open thermostat may wrongly be detected causing the check engine Malfunction Indicator Lamp ('MIL') to illuminate.	
<b>What We're Doing</b>	MBUSA will conduct an Emission Service Campaign. An authorized Mercedes-Benz dealer will perform a software update to the air conditioning control unit on the affected vehicles.	
<b>Parts</b>	Parts are not required for this campaign since the remedy is software based	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016 - 2021	
<b>Vehicle Model</b>	C-Class, E-Class and GLC	
<b>Vehicle Population</b>		
<b>Total Campaign Population</b>	9,119	
<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. 2023060003, June 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**  
**Model Year 2016 - 2021**

## **Perform Software Update to Air Conditioning Control Unit**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2016 – 2021 C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) vehicles, the air conditioning control unit software may not meet production specifications. There is a possibility that a stuck open thermostat may wrongly be detected causing the check engine Malfunction Indicator Lamp ('MIL') to illuminate. An authorized Mercedes-Benz dealer will perform a software update to the Air Conditioning Control Unit on the affected vehicles.

Prior to performing this Campaign:

- **VMI must 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 9,119 vehicles are affected.

Order No. P-SC-2023060003

# Service Campaign Bulletin

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## Perform Software Update to Air Conditioning Control Unit

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- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
  - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
  - Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical system battery** (greater than 12.5 V).
  - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure step 2**.
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

### Work Procedure

1. Connect XENTRY Diagnosis.
  2. Update automatic air conditioning (AAC) control unit software
    - i** To do this, select menu item "Quick test view – N22/1- automatic air conditioning (AAC) - Adaptations – Control unit update – Update 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.)
54 995 08	02-9334	Update automatic air conditioning (AAC) 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

\* Invoice operation item only once for each workshop order.

**i** **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*