

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 Perform SCN Coding – Control Unit Configuration MY08-09 C-Class (204 platform)	DATE: June 16, 2023

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

June 16, 2023

Campaign No. :

Campaign Desc. :

Perform SCN Coding – Control Unit Configuration

2023020005

22P5498726

This is to notify you of a **Service Campaign** to perform SCN Coding – Control Unit Configuration on 6 Model Year ("MY") 2008 – 2009 C-Class (204 platform) vehicles. The affected vehicles will be visible and flagged in VMI as "OPEN" on **June 16, 2023**.

Background

Issue

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2008 - 2009 C-Class (204 platform) vehicles, various control units may have been updated with incorrect software configuration during a service repair. In this case, incorrect software configurations could cause one or various control units to malfunction. Deviations in the configuration of the, signal acquisition, actuation modules, and instrument clusters can result in loss of comfort in the steering feel, the anti-theft alarm system as well as the display in the instrument cluster. Safety and emission relevance has been ruled out for the control units in the potentially affected vehicles.

What We're Doing

MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will perform SCN Coding – control unit configuration on the affected vehicles.

Parts

The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s)

2008-2009

Vehicle Model

C-Class

Vehicle Populations

Total Campaign Population

6

Next Steps/Notes

AOMS/SOMS

AOMs – This campaign may generate questions from your dealers.

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.



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2023020005, **xxxx** 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (204 platform)**
Model Year 2008-2009

Perform SCN Coding – Control Unit Configuration

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2008 - 2009 C-Class (204 platform) vehicles, various control units may have been updated with incorrect software configurations during a service repair. In this case, incorrect software configurations could cause one or various control units to malfunction. Deviations in the configuration of the signal acquisition and actuation modules, instrument clusters can result in loss of comfort in the steering feel, the anti-theft alarm system as well as the display in the instrument cluster. Safety and emission relevance has been ruled out for the control units in the potentially affected vehicles. An authorized Mercedes-Benz dealer will perform SCN Coding – control unit configuration 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 6 vehicles are affected.

Order No. P-SC-2023020005

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

Service Campaign Bulletin

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Perform SCN coding in various control units

- i** • Ensure use of **XENTRY Diagnosis version 03/2022** or higher.
 - Before starting the work procedure, make sure all Add-ons are installed.
 - 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.

i If the control units listed here are **not** present in the vehicle, then **no** SCN coding is required.

i **Only for model 204**

2. Perform SCN coding in the **A1 (instrument cluster)** control unit.

i To do this, select menu item "Quick test view - A1 instrument cluster (IC) – Adaptations - Control unit update – Updating of SCN coding".

i Then follow the user guidance in XENTRY Diagnosis.

i **Only for model 204**

3. Perform SCN coding in the **rear SAM control unit with fuse and relay module**.

i To do this, select menu item "Quick test view - N10/2 (Rear SAM control unit with fuse and relay module) – Adaptations - Control unit update – Updating of SCN coding".

i Then follow the user guidance in XENTRY Diagnosis.

4. 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.)
54 987 26	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	02-9446**	Perform SCN coding in instrument cluster control unit (with XENTRY Diagnosis connected) Only for model 204	0.1
	02-9446**	Perform SCN coding in the rear SAM control unit with fuse and relay module (with XENTRY Diagnosis connected) Only for model 204	0.1

* Operation item may only be invoiced once for each workshop order!

** The operation item must be used as often as necessary!

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.