

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Emissions Recall Campaign Notification</b> <b>Update Engine Control Unit Software</b> <b>MY19-20 AMG G-Class (463 platform)</b>	DATE: October 9, 2023

## **IMPORTANT EMISSIONS RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.

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

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



<b>Recall Campaign Launch Notification</b>			<b>October 9, 2023</b>
<b>Campaign No. :</b>	<b>CA DMV. :</b>	<b>Campaign Desc. :</b>	<b>Update Engine Control Unit Software</b>
2023070021	230721	23P5499430	
<p>This is to notify you of an <b>Emissions Recall Campaign LAUNCH</b> to update the engine control unit software in <b>6,958</b> Model Year (“MY”) 2019 - 2020 AMG G-Class (463 platform) vehicles. A customer notification letter will be mailed to customers advising of this emissions recall, which may generate questions. Affected VINs will be flagged in VMI as “OPEN” on <b>October 10, 2023</b></p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that the software for the engine control unit in the subject vehicles may not meet current specifications. Any catalytic converter aging might not be immediately detected and therefore, the check engine Malfunction Indicator Lamp (“MIL”) may not illuminate as required. After a cold start in the "catalytic converter heating" operating mode, misfires might occur, and the check engine MIL would be illuminated. Consequently, these issues may not meet regulatory requirements for on-board diagnostics and/or exhaust gas emissions</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary Emissions Recall Campaign in which an authorized Mercedes-Benz dealer will update the software in the affected vehicles.</p>		
<b>Parts</b>	<p><b>Parts are not required for this campaign since the remedy is software based.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019 - 2020		
<b>Vehicle Model</b>	AMG G-Class (463 Platform)		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	6,958		
<p><b>Notice to California Dealers:</b> As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.</p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on October 20, 2023.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<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>			



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023070021, October 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class (463 platform)**  
**Model Year 2019-2020**

## **Update Engine Control Unit Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that the software for the engine control unit in the subject vehicles may not meet current specifications. Any catalytic converter aging might not be immediately detected and therefore, the check engine Malfunction Indicator Lamp (“MIL”) may not illuminate as required. After a cold start in the "catalytic converter heating" operating mode, misfires might occur and the check engine MIL would be illuminated. Consequently, these issues may not meet regulatory requirements for on-board diagnostics and/or exhaust gas emissions.

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 6,964 vehicles are affected.

Order No. P-RC-2023070021

Recall Campaign Bulletin

## Update Engine Control Unit Software

---

- i** • Ensure use of XENTRY Diagnosis version 06/2023 or higher.
  - 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 battery system** (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 engine electronics (ME-SFI) control unit software.
  - i** To do so, select menu item "Quick test view-N3/10 engine electronics - Adaptations-Control unit update-Updating 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.)
54 994 30	02-9334	Update N3/10 engine electronics 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.*

**i** The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank areas of the label. The campaign number for the California Proof of Correction is unique and must be entered as such (230721), your dealer code, and the date of the repair, using a black permanent marker.

**i** Note: Clean bonding surface prior to affixing label.



Figure 1

**i** The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (Figure 2), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction is unique and must be entered as such (230721).

Figure 2

**California Proof of Correction Parts Information**

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 42 14
1	Label (CA Dealers Only)	A 000 584 54 13

**Warranty Information**

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1