

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: Service Campaign Launch Notification MBUX System Software Update MY21 S-Class (223 platform)	DATE: January 5, 2024

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

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		January 5, 2024
Campaign No. :	Campaign Desc. :	MBUX System Software Update
2023120013	23P5499215	
<p>This is to notify you of the Service Campaign Launch to Update the MBUX System Software in 6,704 Model Year (“MY”) 2021 S-Class (223 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on January 5, 2024.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has released a software update for certain MY 2021 S-Class (223 platform) vehicles that includes functional improvements for route guidance, Apple Carplay, and Android Auto.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the MBUX System Software.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	S-Class	
Vehicle Populations		
Total Campaign Population	6,704	
Next Steps/Notes		
Customer Notification Timeline	Customers will receive an in-vehicle notification regarding this campaign	
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. 2023120013, January 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**
Model Year 2021

Update software of (MBUX multimedia system) head unit (A26/17) control unit

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has released a software update for certain MY 2021 S-Class (223 platform) vehicles that includes functional improvements for route guidance, Apple Carplay, and Android Auto.

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 6704 vehicles are affected.

Order No. P-SC-2023120013

Service Campaign Bulletin

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Update software of (MBUX multimedia system) head unit (A26/17) control unit

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - 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 software of (MBUX multimedia system) head unit (A26/17) control unit.

i To do this, select menu item "Quick test view → **A26/17 – MBUX multimedia system (head unit)** → 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.)
54 992 15	02-9334	Update software of (MBUX multimedia system) head unit (A26/17) control unit (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.*