

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>Service Campaign Launch Notification</b> <b>Update Electronic Ignition Lock Control Unit Software</b> <b>MY24 C-Class, GLC, and S-Class (206, 223, and 254 platform)</b>	DATE: March 28, 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

March 28, 2024

Campaign No. :

Campaign Desc. :

## Update Electronic Ignition Lock Control Unit Software

2024030012

24P549115

This is to notify you of the [Service Campaign Launch](#) to update the software for the electronic ignition lock control unit in **36,254** Model Year ("MY") 2024 C-Class, GLC, and S-Class (206, 223, 254 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **March 28, 2024**.

## Background

## Issue

Mercedes-Benz AG, the manufacturer of Mercedes-Benz, has determined that on certain MY 2024 C-Class, GLC, and S-Class (206, 223, 254 platform) vehicles, the electronic ignition lock control unit software does not meet current production specifications. Therefore, it is possible that the free access function (code 871) may not be available.

## What We're Doing

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the N73/3 electronic ignition lock control unit software.

## Parts

The remedy is available and can be performed as necessary.

## Vehicles Affected

Vehicle Model Year(s)

2024

Vehicle Model

C-Class, GLC, and S-Class

## Vehicle Populations

Total Campaign Population

36,254

## Next Steps/Notes

## Customer Notification Timeline

Customers will receive an in-vehicle notification.

## 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



Campaign No. 2024030012, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, S-Class, and GLC (206, 223, and 254 platform)  
Model Year 2024**

## **Update Electronic Ignition Lock Control Unit Software**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 C-Class, S-Class, and GLC (206, 223, and 254 platform) vehicles, the software of the electronic ignition lock control unit does not meet current production specifications. Therefore, it is possible that the "Hands Free Access function (code 871)" may not be available. An authorized Mercedes-Benz dealer will update the electronic ignition lock control unit software.

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 36,254 vehicles are affected.



Order No. P-SC-2024030012


# Service Campaign Bulletin

## Update Electronic Ignition Lock Control Unit Software

-  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**.
-  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 **N73/3 Electronic ignition lock (EZS)** control unit software.
  -  To do this, select menu item "Quick test view → N73/3 electronic ignition lock (EZS) → Adaptations → Control unit update → Update of control unit software".
  -  Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

 **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.)
54 991 15	02-9334	Update <b>N73/3 electronic ignition lock</b> control unit software (with XENTRY Diagnosis connected)	0.1 h
	12-2097	Update <b>N73/3 electronic ignition lock</b> control unit software <b>Only valid for model 223 with code 200</b>	ZM
	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 items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

 **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.