

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: Emission Service Campaign 2024030005 Launch Notification Update Engine Control Unit Software	DATE: April, 18 2024

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 Launch Notification		April 18, 2024
Campaign No. :	Campaign Desc. :	Update Engine Control Unit Software
2024030005	23P0797005	
<p>This is to notify you of an Emission Service Campaign launch to update the Engine Control Unit software on 16 Model Year ("MY") 2017 GLS vehicles (166 platform). The vehicles will be visible and flagged in VMI as "OPEN" on April 19, 2024.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2017 GLS vehicles (166 platform), the engine control unit software does not correspond to the current series production configuration.	
What We're Doing	MBUSA will conduct an Emission Service Campaign in which an authorized Mercedes-Benz dealer will update the engine control unit on the affected vehicles	
Parts	Parts are not required for this campaign since the remedy is software based	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	GLS	
Vehicle Population		
Total Campaign Population	16	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Approximately two weeks after the posting of this NCU, a letter will be sent to owners notifying them of this emission service campaign. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024030005, April 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLS (166 platform)**
Model Year 2017

Update Engine Control Unit Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2017 GLS vehicles (166 platform), the engine control unit software does not correspond to the current series production configuration. An authorized Mercedes-Benz dealer will update the engine control unit software 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 16 vehicles are affected.

Order No. P-SC-2024030005

Update Engine Control Unit Software

- 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 **N3/10 Motor Electronics (ME) control unit** software.
 - i** To do this, select menu item "Quick test view → **N3/10 Motor Electronics 'MED177' for combustion engine 'M278' (ME)** → 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.)
07 970 05	02-9334	Update N3/10 - Motor Electronics 'MED177' for combustion engine 'M278' (ME) 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 items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

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.*