![Mercedes-Benz]

Campaign No. 2019120008, December 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class (117 platform), GLA-Class (156 platform), M-Class/GLE/GL/GLS-Class (166 platform), SLK/SLC-Class (172 platform), AMG GT-Class (190 platform), GLK/C-Class (204 platform), C-Class (205 platform), E-Class Coupe/Cabrio (207 platform), E-Class (212 platform), S-Class Coupe/Cabrio (217 platform), CLS-Class (218 platform), S-Class (222 platform) SL (231 platform), B-Class (242 platform), GLC-Class (253 platform), GLE Coupe-Class (292 platform), G-Class (463 platform)**

Model Year 2013-2017

Update Emergency Call control unit software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 13-17 vehicles referenced above, the software of the communication module might not meet current production specifications. This communication module is used to communicate the vehicle's location for the emergency call system (eCall), in addition to other convenience features. Due to a software fault in the communication module as provided by the supplier, the date and time as determined from the GPS satellite data could differ from the actual date and time starting on November 4, 2019. The correct date and time are necessary for the "Assisted-GPS" function to determine the vehicle position. If there are any date and time differences, the control unit's ability to identify the GPS satellites that are necessary for the position determination would be affected. As a result, a determination of the vehicle's position would be delayed or not possible. Note that some vehicles may have already successfully received an "Over-the-Air" ("OTA") update. An authorized Mercedes-Benz dealer will check to verify whether the vehicle has received the updated software of the communication module on the affected vehicles and update if necessary.

Prior to performing this Recall Campaign:
• Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
• Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 24,473 vehicles are involved.

Order No. P-RC-2019120008
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.

$\boxed{i}$ **Note:**

- Use Xentry 12/18 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage $\boxed{-\text{\textcircled{v}}+}$ >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the "pre-call" check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY is already connected to the vehicle, start with operation step 2.

$\boxed{i}$ If two or more software updates or SCN codings are performed during a workshop visit, the operation items **02-4762** and **02-5058** can only be invoiced once for each workshop order!

1. Connect **XENTRY/DAS.**

2. Update Electronic Stability Program (ESP) control unit software**.**
$\boxed{i}$ To do so, select menu item **"**Short Test View ➡ N123/4 -mbrace ➡ Adaptations ➡ Control Unit Update ➡ Control Unit Software Update**".**

$\boxed{i}$ Then follow the user guidance in **XENTRY Diagnosis.**

Warranty Information

Operation: Connect/disconnect starter battery charger (with XENTRY Diagnosis connected) (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update PASS control unit software (with XENTRY Diagnosis connected) (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 903 24 8	02-9334	0.1
	02-4762	0.1
	02-9334	0.1

$\boxed{i}$ **Note**
Operation Number labor times are subject to change.