

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: **Safety & Emissions Recall Campaign Launch Notification Update Control Unit Software Configuration on MY07-14 SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class (171 204 207 209 230 and 463 platform)**

Date: April 15, 2022

IMPORTANT RECALL CAMPAIGN UPDATE

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

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	CA DMV. :	NHTSA ID	Campaign Desc. :	Update Control Unit Software Configuration
2022040003	220403	22V168	22P5498725	

This is to notify you of a Safety & Emissions **Recall Campaign launch** to update the control unit configuration on **22** Model Year (“MY”) 2007-2014 SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class (171, 204, 207, 209, 230, and 463 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on **April 15, 2022**.

Background

Issue	In certain vehicle models mentioned above, various control units may have been updated with incorrect software configuration during a service repair. In this case, installation of incorrect software configurations could cause one or various control units to malfunction. Various system failures, such as loss of drive power, reduced exterior lighting, or loss of dynamic control functions including stability and traction control might occur, which could increase the risk of a crash and/or exhaust emissions depending on the control unit affected.
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What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the software configuration of the affected control units on the vehicles
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Parts	Remedy is available and can be performed.
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Vehicles Affected

Vehicle Model Year(s)	2007-2014
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Vehicle Model	SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class
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Vehicle Populations

Total Recall Population	22
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Total Vehicles in Dealer Inventory	0
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Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY 07-14 SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. The vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo. Once the repair is complete the vehicle may be sold or leased.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).

Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY07-14 SLK-Class, C-Class, E-Class Coupe/Convertible, CLK-Class, SL-Class and G-Class vehicles covered by this notification until the vehicle has been repaired.

Notice to California Dealers: 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.

Next Steps/Notes

Customer Notification Timeline	Customer letter will be mailed approximately on April 29, 2022.
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.

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.



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022040003, April 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2007-2014

Update Control Unit Software Configuration

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that during a workshop visit of certain Model Year (“MY”) 2007-2014 SLK-Class (171 platform), C-Class (204 platform), E-Class Coupe/Convertible (207 platform), CLK-Class (209 platform), SL-Class (230 platform) and G-Class (463 platform) vehicles, configurations were written into one or more control units that might not meet current production specifications. In this case, installation of incorrect software configurations could cause one or various control units to malfunction. Various system failures, such as loss of drive power, reduced exterior lighting, or loss of dynamic control functions including stability and traction control might occur, which could increase the risk of a crash and/or exhaust emissions depending on the control unit affected. An authorized Mercedes-Benz dealer will update the software configuration of the affected control units on the vehicles.

Prior to performing this Campaign:

- **VMI must always 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 22 vehicles are affected.

Order No. P-RC-2022040003

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

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Recall Campaign Bulletin

Perform SCN coding in various control units

- i** • Ensure use of **XENTRY Diagnosis version 03/2022** or higher.
- Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

i If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 may be invoiced **once for each workshop order**.

Work Procedure

1. Connect XENTRY Diagnosis.

i If the control unit listed here is **not** present in the vehicle, **no** SCN coding is therefore necessary.

i **Valid for all models**

2. Perform SCN coding in the **engine electronics for combustion engine** control unit.

i To do this, select menu item "Quick test view - Engine electronics for combustion engine- Adaptations - Control unit update - Update of SCN coding".

i Then follow the user guidance in XENTRY Diagnosis.

i **Only for models 204 and 207**

3. Perform SCN coding in **front SAM control unit with fuse and relay module** .

i To do this, select menu item "Quick test view - N10/1 (Front SAM control unit with fuse and relay module) – Adaptations - Control unit update – Update SCN coding".

i Then follow the user guidance in XENTRY Diagnosis

i **Only for models 204 and 207**

4. Perform SCN coding in **rear SAM control unit with fuse and relay module** .

i To do this, select menu item "Quick test view - N10/2 (Rear SAM control unit with fuse and relay module) – Adaptations - Control unit update – Update SCN coding".

i Then follow the user guidance in XENTRY Diagnosis

i **Only for model 204**

5. Perform SCN coding in **Electronic Stability Program** control unit.

i To do this, select menu item "Quick test view - Electronic Stability-Program control unit – Adaptations - Control unit update – Update of SCN coding".

i Then follow the user guidance in XENTRY Diagnosis.

i **Only for model 204**

6. Perform SCN coding in **central gateway** control unit.

i To do this, select menu item "Quick test-view - N93 - Central Gateway (CGW) – Adaptations - Control unit update – Update of SCN coding".

i Then follow the user guidance in XENTRY Diagnosis.

i **Only for model 207**

7. Perform SCN coding in **right xenon headlamp** control unit.

i To do this, select menu item "Quick test view – E2n1 - Right xenon headlamp (XALWA-R) – Adaptations - Control unit update – Update of SCN coding".

i Then follow the user guidance in XENTRY Diagnosis.

8. 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.)
54 987 25	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	02-9446**	Perform SCN coding in engine electronics for combustion engine control unit (With XENTRY Diagnosis connected) Valid for all models	0.1
	02-9446**	Perform SCN coding in front SAM control unit with fuse and relay module (with XENTRY Diagnosis connected) Only for models 204 and 207	0.1
	02-9446**	Perform SCN coding in rear SAM control unit with fuse and relay module (with XENTRY Diagnosis connected) Only for models 204 and 207	0.1
	02-9446**	Perform SCN coding in central gateway control unit (with XENTRY Diagnosis connected) only for model 204	0.1
	02-9446**	Perform SCN coding in electronic stability program control unit (with XENTRY Diagnosis connected) only for model 204	0.1
	02-9446**	Perform SCN coding in right xenon headlamp control unit (With XENTRY Diagnosis connected) Only for model 207	0.1

* Operation item may only be invoiced once for each workshop order!

** **This operation item is to be used in the corresponding frequency!**

i **Note:** *Always check ASRA 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 (**220403**), 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 (**220403**).

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
				<input type="text"/>
Manufacturer			Recall Number	
			<input type="text"/>	
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name		Address, City, State and Zip		
Date	Dealership's Authorized Signature			
	X			
Please use California Campaign Number as mentioned in the work instructions.				
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 57 14
1	Label (CA Dealers Only)	A 000 584 54 13