

# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024010002, February 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE Plug-in-Hybrid (167 platform)**  
**Model Year 2024**

**Update ESP Control Unit Software**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY24 GLE Plug-in-Hybrid (167 platform) vehicles, the brake force boost by the ESP control unit might not meet current production specifications. Under specific conditions, such as driving in full electric mode during wet weather conditions, the required brake pedal force might be increased. If the driver does not apply the increased brake pedal force, the braking distance might be temporarily extended, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will update the ESP control unit software in 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 2,797 vehicles are affected.

Order No. P-RC-2024010002

Recall Campaign Bulletin

## Update ESP Control Unit Software

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- 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 battery system** (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 **Electronic Stability Program (ESP®) (N30/4)** control unit software.

**i** To do this, select menu item "Quick test view → N30/4 – Electronic Stability Program (ESP®) → Adaptations → Control unit update → Update of control unit software".

**i** Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

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**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.)
54 963 40	02-9334	Update <b>Electronic Stability Program (ESP®) (N30/4)</b> control unit software (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.*