

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>Recall Campaign Update Notification</b> <b>Update Transmission Control Unit Software</b> <b>MY20-23 GLE/GLS (167)</b>	DATE: April 9, 2024

**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

Senior Manager, Vehicle Compliance & Analysis



<b>Recall Campaign Update Notification</b>			<b>April 9, 2024</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b> <b>CA DMV ID</b>	<b>Campaign Desc. :</b>	<b>Update Transmission Control Unit Software</b>
2024030007	24V118	24P5494206	

This is to notify you of the **Recall Campaign Update** to update the transmission control unit software in **104,851** Model Year (“MY”) 2020-2023 GLE/GLS (167 platform) vehicles. The recall campaign is visible on the [www.NHTSA.gov](http://www.NHTSA.gov) website and may generate questions from customers. Affected VINs were flagged in VMI as “OPEN” on **March 15, 2024**.

**Background**

<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020–2023 GLE/GLS (167 platform) vehicles equipped with the 6-cylinder gasoline engine and 9-speed transmission, the transmission control unit software might not meet current production specifications. If a downshift of the transmission from 7th to 6th gear is not fully completed during a simultaneous slight braking maneuver of the vehicle, and additional conditions exist (e.g. aborted shift operation, low transmission oil temperature, simultaneous recuperation by the 48V starter-alternator), the engine might stall. In that event, the vehicle would lose propulsion, which could increase the risk of a crash. When the vehicle comes to a standstill the engine can be restarted. This occurrence does not affect the functionality of the vehicle’s steering and braking systems.
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<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the transmission control unit software on the potentially affected vehicles.
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<b>Parts</b>	<b>The remedy is available and can be performed.</b>
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**Vehicles Affected**

<b>Vehicle Model Year(s)</b>	2020-2023
<b>Vehicle Model</b>	GLE/GLS

**Vehicle Populations**

<b>Total Recall Population</b>	104,851
<b>Total Vehicles in Dealer Inventory</b>	<b>119</b>

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in NetStar VMI and Xentry Portal. 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 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 Mercedes-Benz dealer, 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**

<b>Customer Notification Timeline</b>	Customer letters were mailed on March 29, 2024.
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
<b>Rental Fleet Partners</b>	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.
<b>Customer Reimbursement</b>	Customer reimbursement is being offered for this campaign.

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. 2024030007, March 2024

Revision A 04/04/2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE/GLS (167 platform)**  
**Model Year 2020 – 2023**

## Update Transmission Control Unit Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020–2023 GLE/GLS (167 platform) vehicles equipped with the 6-cylinder gasoline engine and 9-speed transmission, the transmission control unit software might not meet current production specifications. If a downshift of the transmission from 7th to 6th gear is not fully completed during a simultaneous slight braking maneuver of the vehicle, and additional conditions exist (e.g. aborted shift operation, low transmission oil temperature, simultaneous recuperation by the 48V starter-alternator), the engine might stall. In that event, the vehicle would lose propulsion which could increase the risk of a crash. When the vehicle comes to a standstill the engine can be restarted. This occurrence does not affect the functionality of the vehicle's steering and braking systems. An authorized Mercedes-Benz dealer will update the transmission control unit software on the potentially 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 104,851 vehicles are affected.

Order No. P-RC-2024030007

# Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

## Update Transmission 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 battery system** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.

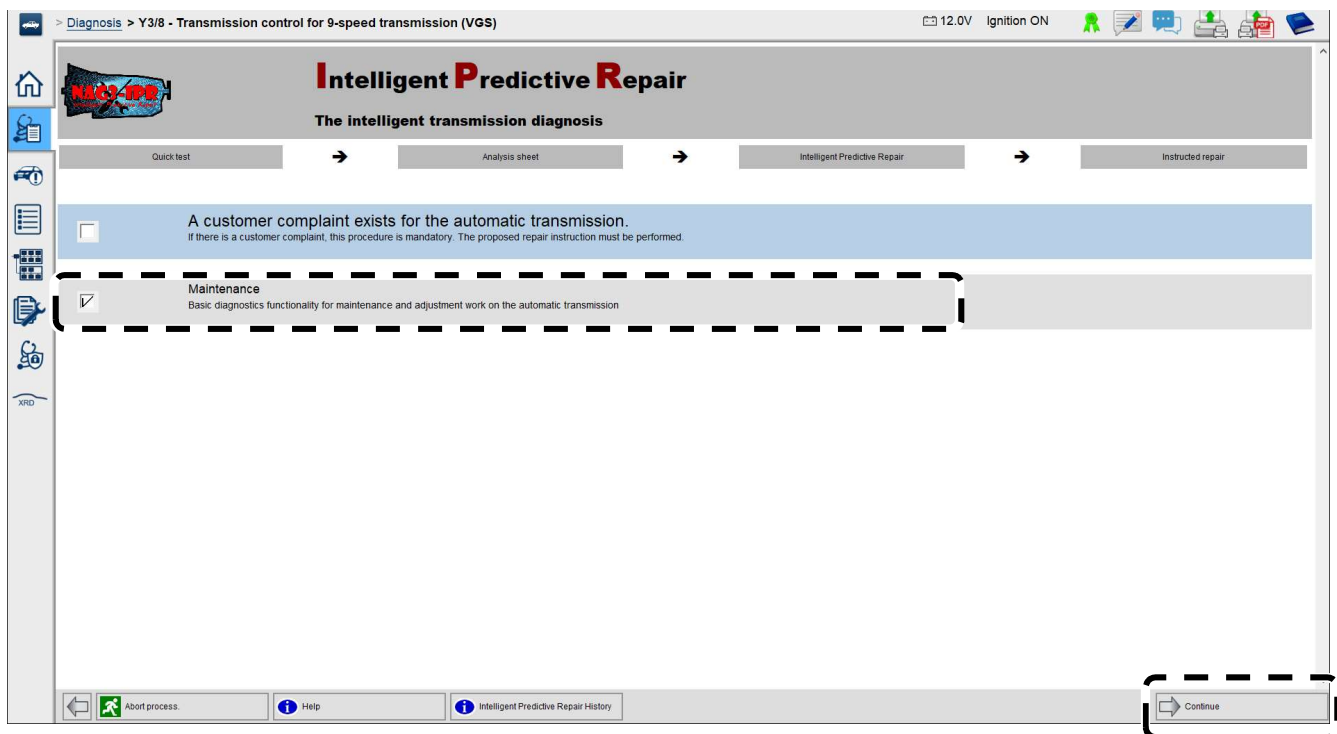
**i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

### Work Procedure

1. Connect XENTRY Diagnosis
2. Update **Transmission control unit software for 9-speed transmission (fully integrated transmission control)**.

**i** To do this, select menu item "Quick test view → Y3/8 - transmission control for 9-speed transmission (fully integrated transmission control) – *Intelligent Predictive Repair – Maintenance* → Adaptations → Control unit update → Update of control unit software".

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



**Software Update Information**

Old Software	New Software
A000 902 3250	A000 902 5179
A000 902 2753	A000 902 5279
A000 902 6256	A000 902 5379
A000 902 8565	A000 902 5479
A000 902 8773	A000 902 5579
A000 902 0578	A000 902 5679

**Note:** Y3/8 Transmission control unit software for 9-speed transmission (fully integrated transmission control) will be updated to new software based on which old software is installed.

**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.)
54 942 06	02-9334	Perform: Update <b>transmission control unit software for 9-speed transmission (fully integrated transmission control)</b> . (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 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.

**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 No.**” for the California Proof of Correction is unique and must be entered as such (24V118), 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 Certificate is unique and must be entered as such (24V118).

Figure 2

**California Proof of Correction Parts Information**

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

**Warranty Information (California dealers please submit claim on a separate line of the same RO as the campaign)**

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1