

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024100004, October 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class and CLE (214 and 236 platform)**
Model Year 2024

Update Cross-Traffic-Alert Function – Wave 1

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 E-Class (214 platform) and CLE (236 platform) vehicles, the MBUX multimedia system software might not meet current production specifications. If the MBUX multimedia system is affected, a permanent deactivation of certain functions of assistance systems might occur. As a result, the system-initiated brake interventions for cross-traffic might not be triggered if the vehicle is moving forward or reversing under 6 mph. Should a driver improperly rely solely on the assistance systems, the risk of a crash might increase. An authorized Mercedes-Benz dealership will update the software in the MBUX multimedia system & instrument cluster control unit or perform SCN coding in the parking system control unit.

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 20 vehicles are affected.

Order No. P-RC-2024100004

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Update Cross-Traffic-Alert Function – Wave 1

Model 214 and 236

- 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 A26/17 - MBUX multimedia system + Instrument cluster (Head unit) control unit software.**
 - i** To do this, select menu item "Quick test view → **A26/17 - MBUX multimedia system + Instrument cluster (Head unit)** → Adaptations → Control unit update → Updating of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
 - i** If **no new software** is found, **SCN coding** must be performed in **N62/3 parking system (PARK)** control unit.
 - i** To do so, select menu item "Quick test view → **N62/3 - Parking system (PARK)** → Adaptations → Control unit update → Updating of SCN coding".
 - 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.)
54 962 38	02-9334*	Update MBUX multimedia system + instrument cluster control unit software (with XENTRY Diagnosis connected)	0.1
	02-9446	Perform SCN coding in Parking system control unit (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

* May be invoiced only if a **newer software version was available and updated**.

** 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.*