

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024100005, 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 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 445 vehicles are affected.

Order No. P-RC-2024100005

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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. Perform **SCN coding 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 → Update SCN coding".
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 33	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

* 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.*