

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 Launch Notification</b> <b>Update Engine Control Unit Software</b> <b>MY21-23 S-Class (223 platform)</b>	DATE: November 1, 2024

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

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



Recall Campaign Launch Notification				November 1, 2024
Campaign No. :	NHTSA ID	CA DMV	Campaign Desc. :	Update Engine Control Unit Software
2024100007	24V704	241007	24P5496234	

This is to notify you of the **Recall Campaign Launch** to update the Engine Control Unit Software on **7,621** Model Year (“MY”) 2021-2023 S-Class (223 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as **"OPEN"** on **November 1, 2024**.

**Background**

<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain S-Class (223 platform) vehicles with an M176 8-cylinder gasoline engine with the cylinder deactivation feature, the lambda control in the Engine Control Unit software might not meet current production specifications. In the event of an independent hardware failure in the CAMTRONIC system, the amount of injected fuel might be erroneously increased by the lambda control system during cylinder deactivation. As a result, exhaust temperatures may increase which might damage surrounding components (e.g. engine wiring harness, catalytic converter) and may increase exhaust emissions. A loss of propulsion without warning and an increased risk of fire cannot be ruled out.
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<b>What We're Doing</b>	An authorized Mercedes-Benz dealer will update the Engine Control Unit software.
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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>	2021-2023
<b>Vehicle Model</b>	S-Class

**Vehicle Populations**

<b>Total Recall Population</b>	7,621
<b>Total Vehicles in Dealer Inventory</b>	11

**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 will be mailed on or before November 8, 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.

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. 2024100007, November 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**  
**Model Year 2021 – 2023**

## **Update Engine Control Unit Software**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21 – 23 S-Class (223 platform) vehicles with an M176 8-cylinder gasoline engine with the cylinder deactivation feature, the lambda control in the Engine Control Unit software might not meet current production specifications. In the event of an independent hardware failure in the CAMTRONIC system, the amount of injected fuel might be erroneously increased by the lambda control system during cylinder deactivation. As a result, exhaust temperatures may increase and might damage surrounding components (e.g. engine wiring harness, catalytic converter). A loss of propulsion without warning and an increased risk of fire cannot be ruled out. An authorized Mercedes-Benz dealer will update the Engine Control Unit software.

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 7,621 vehicles are affected.

Order No. P-RC-2024100007

Recall Campaign Bulletin

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## Update Engine Control Unit Software

Model 223

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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 engine control unit software.
  - i** To do this, select menu item "Quick test view → **N3/10 – Motor electronics 'MRG1AMGV8' for combustion engine 'M176' (ME)** → Adaptations → Control unit update → Updating of control unit software".
  - i** Then follow the user guidance in XENTRY Diagnosis.
  - i** Once the software update beings, continue with Step 3 of the Work Procedure.

**NOTE:** The following steps (check engine cover and check engine wiring harness for damage) should be performed while the engine control unit software update is being performed via XENTRY Diagnosis.

3. Remove engine cover and check for damage.
  - i** Melted areas may be present on the engine cover.
  - i** In the event of damage, the engine cover must be replaced.
4. Check engine wiring harness for damage.
  - i** Thoroughly inspect the engine wiring harness in the area above the engine compartment bulkhead near the windshield. In addition, inspect the intermediate areas of the engine using a flashlight to ensure the engine wiring harness is **not damaged**.
  - i** In the event of engine wiring harness damage: Capture informative pictures and clarify further repair procedure via **TIPS case**. Specify code **24P5496234** in your initial case notes.
  - i** In the event of a Check Engine Light, perform a quick test and check for left and right catalytic converter fault codes (P042000 and P043000).

If these fault codes are present: Capture informative pictures and clarify further repair procedure via **TIPS case**. Specify code **24P5496234** in your initial case notes.

5. 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 34	02-9334	Update <b>Motor electronics (MRG1AMGV8)</b> control unit software (with XENTRY Diagnosis connected) <b>Includes:</b> Simultaneously checking the engine cover and the engine wiring harness for damage.	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
	12-2264	Check engine cover and engine wiring harness for damage	0.1
	02-2186	<b>Only</b> in the event of damage to engine cover and/or engine wiring harness, and/or fault codes P042000 and P043000 <b>Create TIPS case</b> with informative pictures of damage attached. Acc. no.: 54 962 34, code: 24P5496234	0.2

\* 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.

**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 No.**” for the California Proof of Correction is unique and must be entered as such (241007), 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 (241007).

**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