



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services;
RE: Update ME Control Unit Software, MY 2014 CLA 250 (117)	DATE: October 31, 2013

IMPORTANT INFORMATION CONCERNING UPDATING THE ME CONTROL UNIT SOFTWARE

This action affects all MY 14, Model CLA 250 (117) vehicles at your dealership and **MUST BE completed immediately, and prior to vehicle retail.**

We are pleased to inform you that MBUSA has obtained the software to update the ME control unit software to address customer complaints of Check Engine Light Illumination with DTC P24D62A. To maintain a high level of customer satisfaction all **MY 2014 CLA 250 (117)** should have the ME Control Unit Software updated prior to retail.

Background

Customer complaints of Check Engine Light (CEL) with DTC P24D62A have been reported and until now no solution was available. A Service Campaign for this issue will be initiated shortly. In the interim, please use the work instructions found in LI47.30-P-057461 (attached) to update all vehicles prior to retail.

Parts - No parts are required. Software update rate is 100%. Use Xentry /DAS version 09/2013 with add-on 3179.

While we regret any inconvenience this causes, Mercedes-Benz USA, LLC 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 (1-800-367-6372).

