



Mercedes-Benz

MERCEDES-BENZ USA, LLC  
One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350  
Phone (201) 573-0100  
Fax (201) 573-0117  
MBUSA.com

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: <b>Service Campaign 2014080005 –Engine Control Module Software Update. Model X166 (GL-Class). Model Year 2015</b>	DATE: August 29, 2014

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 257 affected vehicles will be flagged in VMI.**

**Parts – No parts are required. Software update rate is 100%. Use Xentry /DAS version 07-08/2014 with Add-on 3898.**

**Owner Notification - Dealers are to contact owners of retailed vehicles, **no customer letter will be mailed.****

### **What's the Issue:**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on approximately 257 GL-Class (X166) vehicles the engine control module software may not meet current specifications. As a consequence, the vehicles horse power rating is noticeably lower than advertised. MBUSA took the additional step of asking dealers to Stop Sale these vehicles to avoid customer inconvenience and dissatisfaction and to meet customer expectations. Software is now available and an authorized Mercedes-Benz dealer will update the engine control module to correct this condition. **Dealers no longer need to submit a PTSS case to the User Help Desk for VIN specific software under the procedure introduced on August 21, 2014. Dealers may now also submit warranty claims for this software update for vehicles repaired prior to today using the appropriate codes.**

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this may cause, 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).



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