

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2017070002, October 2018

revision A

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 253 and 213 Model Years 2016 and 2017**
Update Transmission Control Unit Software

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that in certain MY16-17 213 253 (E-Class, GLC-Class) vehicles, the fully integrated transmission control unit software does not correspond to current production specifications. This could lead to rough shifting behavior.

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 92,277 vehicles are affected.

Order No. P-SC-2017070002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Service Campaign Bulletin

Procedure

Note:

- Use DAS/Xentry 7/17 with all associated patches or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the "pre-call" check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Update **fully integrated transmission (VGSNAG3)** control unit software.

 To do so, select menu item "Quick test view ➡ Y3/8n4 ➡ Transmission control for 9-speed transmission (VGS) ➡ Adaptations ➡ Control unit update ➡ Update of control unit software".

 Then follow the user guidance in XENTRY Diagnostics/DAS.

 If no newer software version can be found, the further procedure has to be clarified via an XSF ticket.

 Please manually apply for any additionally incurred costs relating to the XSF ticket.

Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Perform SCN coding in transmission control module (02-9334).

Damage Code	Operation Number	Labor Time (hrs.)
27900 08 8	02-9334	0.1
	02-4762	0.1
	02-5058	0.1

Note

Operation Number labor times are subject to change.