Mercedes-Benz

Campaign No. 2018070005, July 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **C-Class and GLC-Class (205, 253 platform) Model Years 2015-2018**
Update Audio 20 Control Unit Software

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY15-18 C-Class and GLC-Class (205, 253 platform) vehicles, the software installed on the Audio 20 infotainment system might not meet current production specifications. This may lead to reduced infotainment response. An authorized Mercedes-Benz dealer will update the Audio 20 infotainment control unit software on the affected vehicles at the next service visit.

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 138,949 vehicles are affected.

Order No. P-SC-2018070005
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.

Procedure

[i] **Note:**

- Use XENTRY Diagnosis version BD/DVD (05/2018) with all associated patches or higher.
- The required **Regio-DVD HLI0000003184** will be made available with the channeled automatic dispatch of BD/DVD 07/2018. Until then, it can be downloaded from the XENTRY Portal or by using the following link: **https://daimlerdownloads-a.akamaihd.net/e/DLP_special_files/HLI0000003184.zip**
  After the file is downloaded, it must be copied onto a USB device and connected to XENTRY Connect (XENTRY Kit 2) or the XENTRY Tab (XENTRY Kit 3).
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage [icon] >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 Audio 20 control unit software.

[i] To do this, select menu item "Quick test view – A26/17-Audio 20 (Audio) - Adaptations – Control unit update – Update control unit software".

[i] Then follow the user guidance in XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)

Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update Audio 20 control unit software(02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 995 45 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

[i] **Note**

Operation Number labor times are subject to change.