

|   |  |
|---|--|
| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers   | FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services |
| RE: <a href="#">Service Campaign 2018110008</a><br><b>Launch Notification</b><br><b>Update SRS Control Unit SW</b><br><b>MY14-17 Various Models</b> | DATE: April 19, 2019   |

### IMPORTANT SERVICE 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

Department Manager, Vehicle Compliance & Analysis



|  |  |                            |
|--|--|----------------------------|
| <b>Service Campaign Launch Notification</b>  |  | April 19, 2019             |
| <b>Campaign No. :</b>  | <b>Campaign Desc. :</b>  | Update SRS Control Unit SW |
| 2018110008   | 1801P54A07   |                            |
| This is to notify you of the <b>Service Campaign LAUNCH</b> regarding the Supplemental Restraint System (“SRS”) control unit software of certain Model Year (“MY”) 2014-2017 vehicles of various models. Affected VINs will be flagged in VMI as “OPEN” on April 19, 2019. |  |                            |
| <b>Background</b>  |  |                            |
| <b>Issue</b>   | Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2014-2017 CLA-Class, GLA-Class, ML/GLE-Class, GLE-Class Coupe, GL/GLS-Class, and G-Class vehicles (117, 156, 166, 292 and 463 platforms), the software installed on the SRS control unit might not meet current production specifications, which may prevent the recording of speed data for crashes of less than 300 ms in duration. |                            |
| <b>What We’re Doing</b>  | MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the SRS control unit software on the affected vehicles.  |                            |
| <b>Parts</b>   | Parts are not required as the repair is software-based.  |                            |
| <b>Vehicles Affected</b>   |  |                            |
| <b>Vehicle Model Year(s)</b>   | 2014-2017  |                            |
| <b>Vehicle Model</b>   | CLA-Class, GLA-Class, ML/GLE-Class, GLE-Class Coupe, GL/GLS-Class, G-Class   |                            |
| <b>Vehicle Populations</b>   |  |                            |
| <b>Total Campaign Population</b>   | 112,513  |                            |
| <b>Next Steps/Notes</b>  |  |                            |
| <b>AOMS/SOMS</b>   | AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.  |                            |
| 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.                                  |  |                            |



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2018110008, April 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 117, 156, 166, 292, and 463 Model Year 2014-2017**  
**Update restraint system control unit software**

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2014-2017 CLA-Class, GLA-Class, ML/GLE-Class, GLE-Class Coupe, GL/GLS-Class, and G-Class vehicles (117, 156, 166, 292 and 463 platforms), the software installed on the SRS control unit might not meet current production specifications, which may prevent the recording of speed data for crashes of less than 300 ms in duration.

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 112,513 vehicles are affected.

Order No. P-SC-2018110008







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 12/18 with all associated patches or higher.
- Follow the steps exactly as described in 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 restraint system control unit software:

**i** To do this, select menu item "Quick test view  N2/10-Supplemental Restraint System (SRS)  Adaptations  Configuration  Manual settings  Check control unit software  Action 9193139/5499433".

**i** Follow on screen instructions.

**Warranty Information**

---

**Operation:** Connect/disconnect battery charger (02-5058)  
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
 Update restraint system control unit software (02-9334)

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 54 994 33 8 | 02-5058          | 0.1               |
|             | 02-4762          | 0.1               |
|             | 02-9334          | 0.1               |

**i Note**

Operation Number labor times are subject to change.