

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: <b>Service Campaign 2019030023</b> <b>Launch Notification</b> <b>Update Powertrain Control Unit Software</b> <b>MY15-18 205 253</b>	DATE: April 12, 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 12, 2019
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	Update Powertrain Control Unit SW
2019030023	19P5496131	
<p>This is to notify you of the <b>Service Campaign LAUNCH</b> for certain Model Year 2015-2018 C-Class and GLC-Class (205 and 253 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on April 12, 2019.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2015-2018 C-Class and GLC-Class vehicles (205 and 253 platforms) the miles remaining until the next service interval may be calculated incorrectly for some later services. This could lead to a negative number of miles until the next service being displayed in the instrument cluster. An authorized Mercedes-Benz dealer will update the powertrain control unit software for the affected vehicles.	
<b>What We're Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the powertrain control unit software for 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>	2015-2018	
<b>Vehicle Model</b>	C-Class, GLC-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	356,448	
<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.	
<p>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.</p>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2019030023, April 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models C-Class and GLC-Class vehicles (205 and 253 platforms)  
Model Years 2015-2018**

**Update powertrain control unit (PTCU) software**

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2015-2018 C-Class and GLC-Class vehicles (205 and 253 platforms) the miles remaining until the next service interval may be calculated incorrectly for some later services. This could lead to a negative number of miles being displayed in the instrument cluster. An authorized Mercedes-Benz dealer will update the powertrain control unit software for the affected vehicles.

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 356,216 vehicles are affected.

Order No. P-SC-2019030023

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.

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
Service Campaign Bulletin

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**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.

**Work procedure**

1. Connect XENTRY Diagnosis.
2. Update powertrain control unit (PTCU) software.

**i** To do so, select menu item "Quick test view ➡ N127 Powertrain control unit (PTCU) ➡ Adaptations ➡ Control unit update ➡ Update of 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 powertrain control unit (PTCU) software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 961 31 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

**i** Note

Operation Number labor times are subject to change