

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: Service Campaign 2019040001 Launch Notification Update Engine ECU Software MY12-14 Various Models	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



Service Campaign Launch Notification		April 12, 2019
Campaign No. :	Campaign Desc. :	Update Engine ECU SW
2019040001	1712P54D28	
<p>This is to notify you of the Service Campaign LAUNCH for certain Model Year 2012-2014 Mercedes-Benz vehicles of various platforms. The vehicles will be visible and flagged in VMI as "OPEN" on April 12, 2019.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2012 - 2014 Mercedes-Benz vehicles of various models (117, 166, 172, 204, 207, 212, 216, 218, 221, 222, 231, 251, and 463 platforms) the software of the Engine Electronics Control Unit ("ECU") may not meet production specifications, which could result in a Malfunction Indicator Light being displayed while no fault is present in the control unit. An authorized Mercedes-Benz dealer will update the Engine ECU software for the affected vehicles.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the Engine ECU software on the affected vehicles.	
Parts	Parts are not required as the repair is software-based.	
Vehicles Affected		
Vehicle Model Year(s)	2012-2014	
Vehicle Model	Various (117, 166, 172, 204, 207, 212, 216, 218, 221, 222, 231, 251, and 463 platforms)	
Vehicle Populations		
Total Campaign Population	212,237	
Next Steps/Notes		
AOMS/SOMS	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. 2019040001, April 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models (117, 166, 172, 204, 207, 212, 216, 218, 221, 222, 231, 251, and 463 platforms)**

Model Year 2012-2014

Update engine electronics (ME-SFI) control unit software

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2012-2014 Mercedes-Benz vehicles of various models (117, 166, 172, 204, 207, 212, 216, 218, 221, 222, 231, 251, and 463 platforms) the software of the Engine Electronics Control Unit ("ECU") may not meet production specifications, which could result in a Malfunction Indicator Light being displayed while no fault is present in the control unit. An authorized Mercedes-Benz dealer will update the engine ECU 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 212,237 vehicles are affected.

Order No. P-SC-2019040001

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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
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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 engine electronics (ME-SFI) control unit software.

i To do so, select menu item "Quick test view ➡ N3/10 engine electronics (ME-SFI) ➡ 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 engine electronics (ME-SFI) control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 961 13 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

i Note

Operation Number labor times are subject to change