

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 Launch Notification Update AMG Suspension Control Unit Software MY15-19 205 213 253 (C-Class, E-Class and GLC-Class)	DATE: November 8, 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		November 8, 2019
Campaign No. :	Campaign Desc. :	Update AMG Suspension Control Unit Software
2019100004	19P5499604	
<p>This is to notify you of the Service Campaign Launch to update the AMG suspension control unit software on 9,569 Model Year (“MY”) 2015-2019 C-Class (205 platform), E-Class (213 platform), and GLC-Class (253 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on November 8, 2019.</p>		
Background		
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2015-2019 C-Class (205 platform), E-Class (213 platform), and GLC-Class (253 platform) vehicles, the AMG suspension control unit software might not meet current production specifications. The possibility exists that noise development may arise in the area of the rear axle differential.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the AMG suspension control unit.	
Parts	The remedy is available and can be performed.	
Vehicles Affected		
Vehicle Model Year(s)	2015-2019	
Vehicle Model	C-Class, E-Class and GLC-Class	
Vehicle Populations		
Total Campaign Population	9,569	
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. 2019100004, November 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, E-Class, and GLC-Class (205 213 253 platform)**
Model Years 2015-2017

Update AMG Suspension Control Unit Software

Mercedes-Benz ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 15-17 C-Class, E-Class, and GLC-Class (205, 213, and 253 platform) vehicles, the software of the AMG suspension unit might not meet current production specifications. The possibility exists that noises may develop in the area of the rear axle differential. An authorized Mercedes-Benz dealer will update the software of the AMG suspension control unit on 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. Always Check VMI for any open campaigns, and perform accordingly.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 9,592 vehicle is affected.

Order No. P-SC-2019100004

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

Service Campaign Bulletin


Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin






Procedure


Note:

- Use Xentry 9/19 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 via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Connect XENTRY Diagnosis.

2. Update AMG suspension control unit software.

 To do this, select menu item "Quick test view  **N3/43 AMG suspension (AMG FW)**  Adaptations  Control unit update  Update of control unit software".

 Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update AMG suspension control unit software (XENTRY Diagnosis connected)(02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 996 04 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

Note

Operation Number labor times are subject to change