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| 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 2019060011 Launch Notification Update ECU Software MY18 213, 217 (E-Class, S-Class) | DATE: January 11, 2020 |

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH 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



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|---|--|---------------------|
| Service Campaign Launch Notification | | January 11, 2020 |
| Campaign No. : | Campaign Desc. : | Update ECU Software |
| 2019060011 | 19P5496123 | |
| This is to notify you of a Service Campaign launch to update the engine control unit software on 57 Model Year (“MY”) 2018 E-Class and S-Class (213, 217 platform) vehicles. Affected VINs will be flagged in VMI as “OPEN” on January 11, 2020. | | |
| Background | | |
| Issue | Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18 E-Class and S-Class (213, 217 platform) vehicles, the Engine Control Unit (ECU) software may not meet current production specifications. As a result, the vehicle’s Malfunction Indicator Lamp (“MIL”) could incorrectly illuminate due to an incorrect detection of an engine misfire. | |
| What We’re Doing | MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will update the ECU software on affected vehicles. | |
| Parts | The remedy is available and can be performed. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2018 | |
| Vehicle Model | E-Class, S-Class | |
| Vehicle Populations | | |
| Total Campaign Population | 57 | |
| Next Steps/Notes | | |
| AOMS/SOMS | AOMs - This Service Campaign may generate questions from your dealers. | |
| 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. 2019060011, January 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class or S-Class (213, 217 platform)**
Model Year 2018

Update engine electronics (ME-SFI) control unit software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18 E-Class and S-Class (213, 217 platform) vehicles, the Engine Control Unit (ECU) software may not meet current production specifications. As a result, the vehicle's Malfunction Indicator Lamp ("MIL") could incorrectly illuminate due to an incorrect detection of an engine misfire. An authorized Mercedes-Benz dealer will update the ECU software 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 57 vehicle is affected.

Order No. P-SC-2019060011,

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

i Note:

- Use Xentry 3/19 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.

Procedure

1. Connect XENTRY Diagnosis.
2. Update engine electronics (ME-SFI) control unit software.

i To do this, 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.

i The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in Campaign P-SC-2019060011, your dealer code, and the date of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 57 13), after you scan a completed form and attach to the RO.

Primary Parts Information

| Qty. | Part Name | Part Number | Estimated Replacement Rate |
|------|-------------------------|-----------------|----------------------------|
| 1 | Sheet (CA Dealers Only) | A 000 584 57 13 | 100% |
| 1 | Label (CA Dealers Only) | A 000 584 54 13 | 100% |

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 23 8 | 02-5058 | 0.1 |
| | 02-4762 | 0.1 |
| | 02-9334 | 0.1 |

i **Note**

Operation Number labor times are subject to change