

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 2019070001 Launch Notification</b> <b>Update ECU Software</b> <b>MY18-19 213, 217, 222 (E-Class, S-Class)</b>	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



<b>Service Campaign Launch Notification</b>		January 11, 2020
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	Update ECU Software
2019070001	18P5496114	
<p>This is to notify you of a <a href="#">Service Campaign launch</a> to update the engine control unit software on <b>2,821</b> Model Year (“MY”) 2018-2019 E-Class, S-Class (213, 217, 222 platform) vehicles. Affected VINs will be flagged in VMI as “OPEN” on January 11, 2020.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 18-19 E-Class and S-Class (213, 217, 222 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 one of three potential faults: an incorrect detection of an engine misfire, incorrect detection of the fuel tank ventilation valve position, or an incorrect detection of the battery supply voltage. Furthermore, under certain conditions, it is possible that the incorrect software could lead to a reduction of the vehicle’s engine power output.</p>	
<b>What We’re Doing</b>	<p>MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will update the ECU software on affected vehicles.</p>	
<b>Parts</b>	<p>The remedy is available and can be performed.</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2018- 2019	
<b>Vehicle Model</b>	E- Class, S-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	2,821	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<p>AOMs – This Service Campaign may generate questions from your dealers.</p>	
<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. 2019070001, January 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class or S-Class (213, 217, 222 platform) vehicles  
Model Year 2018 and 2019**

**Update Engine Control Unit Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 18-19 E-Class and S-Class (213, 217, 222 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 one of three potential faults: an incorrect detection of an engine misfire, incorrect detection of the fuel tank ventilation valve position, or an incorrect detection of the battery supply voltage. Furthermore, under certain conditions, it is possible that the incorrect software could lead to a reduction of the vehicle’s engine power output. 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 2827 vehicle is affected.

Order No. P-SC-2019070001

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.

**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-2019070001, 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 copy 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 14 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

**i** **Note**

Operation Number labor times are subject to change