

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 Maintenance Computer Software Update MY 16-17 190 (GT-Class)	DATE: January 17, 2020

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		January 17, 2020
Campaign No. :	Campaign Desc. :	Maintenance Computer Software Update
2020010005	19P5492207	
<p>This is to notify you of the Service Campaign Launch to update the software in the instrument cluster control unit in 1973 Model Year ("MY") 2016-2017 GT-Class (190 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on January 17, 2020.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY")16-17 GT-Class (190 platform) vehicles, the software in the instrument cluster control unit might not meet current production specifications. Therefore, an error in the determination of vehicle maintenance schedule may result.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the software in the instrument cluster control unit on the affected vehicles.	
Parts	Parts not required. Remedy involves software updates only. The remedy is available and can be performed.	
Vehicles Affected		
Vehicle Model Year(s)	2016- 2017	
Vehicle Model	GT-Class	
Vehicle Populations		
Total Campaign Population	1973	
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. 2020010005, January 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GT-Class (190 platform)**
Model Year 2016-2017

Maintenance Computer Software Update

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY")16-17 GT-Class (190 platform) vehicles, the software for the instrument cluster might not meet current production specifications. Therefore, an error in the determination of vehicle maintenance schedule may result. An authorized Mercedes-Benz dealer will update the software for the control unit for the instrument cluster on the affected vehicles.

Prior to performing this Recall 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.
- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Approximately 1973 vehicle is affected.

Order No. P-SC-2020010005

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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i Note:

- Use Xentry 09/19 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.

i If two or more software updates or SCN codings are performed during one workshop visit operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update **instrument cluster (IC)** control unit software.

i To do so, select menu item "Quick test view ➡ A1 Instrument Cluster (IC) ➡ Adaptations ➡ Control unit update ➡ Update of control unit software."

i Then follow the user guidance in XENTRY Diagnosis.

3. Perform coding in **powertrain control unit (PTCU)**.

i To do so, select menu item "Quick test view ➡ N127 powertrain control unit (PTCU) ➡ Special procedures ➡ Re-initialize ASSYST ➡ Confirm twice using "Continue" ➡ If this maintenance data is to be transferred to the control unit, confirm with "Yes"."

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 instrument cluster control unit software (02-9334)
Perform coding in powertrain control unit PTCU (02-9446)

Damage Code	Operation Number	Labor Time (hrs.)
54 922 07 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1
	02-9446	0.1

i Note

Operation Number labor times are subject to change