

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 Transmission Control Unit SW (VGS) MY19 253 (GLC-Class)	DATE: February 14, 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		February 14, 2020
Campaign No. :	Campaign Desc. :	Update Transmission Control Unit SW (VGS)
2020020007	19P5490314	
<p>This is to notify you of the Service Campaign Launch to update the transmission control unit software (VGS) in 319 Model Year (“MY”) 2019 GLC-Class (253 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on February 14, 2020.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles has determined that on certain Model Year (“MY”) 19 GLC- Class (253 platform) vehicles, the transmission control unit software (VGS) may not meet current production specifications.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the transmission control unit software (VGS) on the affected vehicles.	
Parts	Software is available and the remedy can be performed.	
Vehicles Affected		
Vehicle Model Year(s)	2019	
Vehicle Model	GLC-Class	
Vehicle Populations		
Total Campaign Population	319	
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. 2020020007, February 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC- Class (253 platform)**
Model Year 2019

Update Transmission Control Unit SW (VGS)

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles has determined that on certain Model Year ("MY")19 GLC- Class (253 platform) vehicles, the transmission control unit software (VGS) may not meet current production specifications. An authorized Mercedes-Benz dealer will update the transmission control unit software (VGS) on the affected vehicles.

Prior to performing this 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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 319 vehicle is affected.

Order No. P-SC-2020020007

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 05/19 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.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update fully integrated transmission control (VGS) unit software.

i To do this, select menu item "Quick test view  **Y3/8n4 fully integrated transmission control (VGS)**  Adaptations  Control unit update  Update of control unit software".

i 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 fully integrated transmission control (VGS) unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 903 14 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

*Operation item may be invoiced only once for each work order.

i Note

Operation Number labor times are subject to change