

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 Powertrain Control Unit Software MY19 205 (C-Class)	DATE: March 6, 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

March 6, 2020

Campaign No. :

Campaign Desc. :

**Update Powertrain Control Unit
Software**

2020020022

19P5499405

This is to notify you of the **Service Campaign Launch** to update powertrain control unit software in **91** Model Year ("MY") 2019 C-Class (205 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **March 6, 2020**.

Background**Issue**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles has determined that on certain Model Year ("MY") 19 C-Class (205 platform) vehicles, the software of the powertrain control unit might not meet current production specifications. An incorrect software could result in the incorrect display of the vehicle's service interval despite a system reset.

What We're Doing

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the powertrain control unit software on the affected vehicles.

Parts

Software is available and can be performed.

Vehicles Affected**Vehicle Model Year(s)**

2019

Vehicle Model

C-Class

Vehicle Populations**Total Campaign Population**

91

Next Steps/Notes**AOMS/SOMS**

AOMs - This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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. 2020020022, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (205 platform)**
Model Year 2019

Update Powertrain Control Unit Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles has determined that on certain Model Year ("MY")19 C-Class (205 platform) vehicles, the software of the powertrain control unit might not meet current production specifications. An incorrect software could result in the incorrect display of the vehicle's service interval despite a system reset. An authorized Mercedes-Benz dealer will update the powertrain control unit software 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 91 vehicle is affected.

Order No. P-SC-2020020022

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 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.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update software of **powertrain (PTCU)** control unit.

i To do this, select menu item "Quick test view ➡ N127 'powertrain' control unit (PTCU) ➡ 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 powertrain (PTCU) control unit (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 994 05 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

i Note

Operation Number labor times are subject to change