

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 2020060009 Launch Notification](#)
Perform SCN Coding in Transmission Control Unit
MY20 217(S-Class Coupe)

Date: June 19, 2020

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



Campaign No. :	Campaign Desc. :	Perform SCN Coding in Transmission Control Unit
2020060009	20P5494203	
<p>This is to notify you of a Service Campaign launch regarding software for the transmission control unit on 24 Model Year ("MY") 2020 217 (S-Class Coupe) vehicles. Affected VINs will be flagged in VMI as "OPEN" on June 19, 2020.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 S-Class vehicles (217 platform), the software for the transmission control unit on the above model series vehicles does not correspond to the current series production configuration. Because of this, the transmission may not shift beyond third gear when in automatic drive program D. An authorized Mercedes-Benz dealer will update the software if necessary.</p>	
What We're Doing	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.</p>	
Parts	<p>Parts are not necessary for this Service Campaign.</p>	
Vehicle Model Year(s)	<p>2020</p>	
Vehicle Model	<p>S-Class Coupe</p>	
Vehicle Populations		
Total Campaign Population	<p>24</p>	
Next Steps/Notes		
AOMS/SOMS	<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. 2020060009, June 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class vehicles (217 platform)**
Model Year 2020

Perform SCN coding in transmission control unit (VGSNAG3)

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 S-Class vehicles (217 platform), the software for the transmission control unit on the above model series vehicles does not correspond to the current series production configuration. Because of this, the transmission may not shift beyond third gear when in automatic drive program D. An authorized Mercedes-Benz dealer will update the software if necessary.

Prior to performing this Campaign:


- **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 24 vehicle is affected.

Order No. P-SC-2020060009

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 03/20 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. Perform SCN coding in control unit VGSNAG3.

i To do this, select menu item "Quick test view  Y3/8n4 - Transmission control for 9-gear transmission (VGS)  Adaptations  Control unit update  Update of SCN coding".

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)
Perform SCN coding in control unit VGSNAG3 (02-9446)

Damage Code	Operation Number	Labor Time (hrs.)
54 942 03 8	02-5058	0.1
	02-4762	0.1
	02-9446	0.1

i Note

Operation Number labor times are subject to change