

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 2020060019 Launch Notification](#)
Update AMG Drive Unit Control Unit Software
MY19 205, 213, 290(C-Class, E-Class, GT-Class)

Date: July 10, 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. :	Update AMG Drive Unit Control Unit Software
2020060019	19P3592003	
<p>This is to notify you of a Service Campaign launch regarding updating the AMG drive unit control unit Software on 2810 Model Year ("MY") 2019 C-Class, E-Class and GT-Class vehicles. Affected VINs will be flagged in VMI as "OPEN" on July 10, 2020.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY19 C-Class, E-Class, and AMG GT (205, 213, and 290 platform) vehicles, the software for the AMG drive unit control unit does not correspond to the current series production configuration. As a result, noises could emanate from the rear axle differential. An authorized Mercedes-Benz dealer will update the software as 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>2019</p>	
Vehicle Model	<p>C-Class, E-Class, GT-Class</p>	
Vehicle Populations		
Total Campaign Population	<p>2810</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>		

