

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 2020080005 Launch Notification**  
**Update AMG Drive Unit Control Unit Software**  
**MY19-20 205, 253, 290 (C-Class, GLC-Class, GT-Class)**

Date: August 14, 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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update AMG Drive Unit Control Unit Software</b>
2020080005	20P5490414	
<p>This is to notify you of a Service Campaign launch regarding updating the AMG drive unit control unit Software on <b>4317</b> Model Year ("MY") 2019-2020 C-Class, GLC-Class and GT-Class vehicles. Affected VINs will be flagged in VMI as "OPEN" on August 14, 2020.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY19-20 C-Class, GLC-Class, and AMG GT (205, 253, 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, noise may occur from the engine mounts. An authorized Mercedes-Benz dealer will update the software as necessary.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.</p>	
<b>Parts</b>	<p>Parts are not necessary for this Service Campaign.</p>	
<b>Vehicle Model Year(s)</b>	<p>2019-2020</p>	
<b>Vehicle Model</b>	<p>C-Class, GLC-Class, GT-Class</p>	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	<p>4317</p>	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<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>		

