

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 Engine Control Unit Software MY19 217 (S-Class)	DATE: July 16, 2021

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



Service Campaign Launch Notification		July 16, 2021
Campaign No. :	Campaign Desc. :	Update Engine Control Unit Software
2021070009	21P5499643	
<p>This is to notify you of the Service Campaign Launch to update the Engine Control Unit software in 26 Model Year (“MY”) 2019 S-Class (217 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on July 16, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019 S-Class (217 platform) vehicles, the Engine Control Unit software may not correspond to the current series production configuration. It is therefore possible that the cylinder deactivation function may not be available.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the software in the Engine Control Unit on the affected vehicles	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2019	
Vehicle Model	S-Class	
Vehicle Populations		
Total Campaign Population	26	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
<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. 2021070009, July 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (217 platform)**
Model year 2019

Update Engine Control Unit Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019 S-Class (217 platform) vehicles, the Engine Control Unit software may not correspond to the current series production configuration. It is therefore possible that the cylinder deactivation function may not be available. An authorized Mercedes-Benz dealer will update the software in the Engine Control Unit on the affected vehicles

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 26 vehicles are affected.


Order No. P-SC-2021070009


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.

Perform SCN coding in engine control unit



Model 217

Note:

- Use Xentry 03/21 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.
- If XENTRY Diagnosis is already connected to the vehicle, start with **work procedure step 2**.

 If two or more software updates or SCN codings are performed during one workshop visit, invoice operation items **(02-4762)** and **(02-5058)** *only once per workshop order*.

Work procedure

1. Connect XENTRY Diagnosis.
 2. Perform SCN coding in powertrain control unit.
 -  To do this, select menu item "Quick test view ➡ **N3/10 (Motor electronics)** ➡ Adaptations ➡ Control unit update ➡ Update of SCN coding."
 -  Then follow the user guidance in XENTRY Diagnosis.
 3. Disconnect XENTRY Diagnosis.
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Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: **(02-9446)** Perform SCN coding in **Motor electronics** with (XENTRY Diagnosis connected)
(02-4762*) Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)
(02-5058*) Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)

Damage Code	Operation Number	Labor Time (hrs.)
54 996 43	02-9446	0.1
	02-4762*	0.1
	02-5058*	0.1

* Operation item may only be invoiced once for each workshop order!

Note

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.