

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 2021060017 Launch Notification](#)
Update Power Electronics Control Unit Software
MY15-17 166 and 222 (GLE-Class and S-Class)

Date: August 13, 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



Campaign No. :	Campaign Desc. :	Update Power Electronics Control Unit Software
2021060017	19P5490410	
<p>This is to notify you of a Service Campaign launch to update the power electronics control unit software on 721 Model Year (“MY”) 2015-2017 166, 222 (GLE-Class, S-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on August 13, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2015-2017 GLE-Class and S-Class (166 and 222 platform) vehicles, the software of the power electronics control unit does not meet the current vehicle specifications and thus the possibility exists that the temperature sensor may fail and a MIL and a fault message “malfunction” will appear in the instrument cluster as a result.	
What We’re Doing	Mercedes-Benz USA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will update the software for the power electronics control unit.	
Parts	Parts are not necessary for this Service Campaign.	
Vehicle Model Year(s)	2015-2017	
Vehicle Model	GLE-Class, S-Class	
Vehicle Populations		
Total Campaign Population	721	
Next Steps/Notes		
AOMS/SOMS	AOMs – This Service 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. 2021060017, August 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class, S-Class (166, 222 platform) vehicles**
Model year 2015-2017

Update Power Electronics Control Unit Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2015-2017 GLE-Class and S-Class (166 and 222 platform) vehicles, the software of the power electronics control unit does not meet the current vehicle specifications and thus the possibility exists that the temperature sensor may fail and a MIL and a fault message “malfunction” will appear in the instrument cluster as a result. An authorized Mercedes-Benz dealer will update the software for the power electronics control unit.

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 721 vehicles are affected.

Order No. P-SC-2021060017

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.

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin



Service Campaign Bulletin

Service Campaign Bulletin







Update power electronics control unit software

Model 166 and 222

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. Update **(N129/1) Power electronics (SG-EM)** control unit software.
 -  To do this, select menu item "Quick test view  **(N129/1) Power electronics (SG-EM)**  Adaptations  Control unit update  Updating of control unit software".
 -  Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

Note:

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

Warranty Information

Operation: **(02-9334)** Update power electronics control unit software (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.)
54 904 10	02-9334	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.