

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 MBUX Control Unit Software MY21 118 247 253 (CLA-Class, GLA-Class, GLC-Class)	DATE: September 17, 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		September 17, 2021
Campaign No. :	Campaign Desc. :	Update MBUX Control Unit Software
2021080015	21P5498711	
<p>This is to notify you of the Service Campaign Launch to update the MBUX control unit software in 44 Model Year (“MY”) 2021 CLA-Class, GLA-Class, and GLC-Class (118, 247, 253 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on September 17, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 CLA-Class, GLA-Class and GLC-Class (118, 247, and 253 platform respectively) vehicles, the software of the MBUX control unit does not correspond to the current production configuration and so the navigation may not function as intended.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the MBUX control unit software.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	CLA-Class, GLA-Class, GLC-Class	
Vehicle Populations		
Total Campaign Population	44	
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. 2021080015, September 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class, GLA-Class, GLC-Class vehicles (118, 247, 253 platform)
Model Year 2021**

Update MBUX Control Unit Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 CLA-Class, GLA-Class and GLC-Class (118, 247, and 253 platform respectively) vehicles, the software of the MBUX control unit does not correspond to the current production configuration and so the navigation may not function as intended. MBUSA will conduct a Service Campaign to update the MBUX control unit software on the affected vehicles. An authorized Mercedes-Benz dealer will update the MBUX control unit software.

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 44 vehicles are affected.

Order No. P-SC-2021080015

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

Updating the MBUX Control Unit Software

Models 118, 247, and 253 with code 548 or 549

- i** Code 548 corresponds to Connect 20 Mid
Code 549 corresponds to Connect 20 High
- i**
 - Ensure use of **XENTRY Diagnosis version 06/2021** or higher.
 - Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
 - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (🔋 than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.
- i** If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

Work procedure

1. Connect XENTRY Diagnosis.
2. Update **MBUX multimedia system** control unit software.
 - i** To do this, select menu item "Quick test view → A26/17 MBUX multimedia system (Head unit) → Adaptations → Control unit update → Update of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

Warranty Information

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

Operation: (02-9334)	Update MBUX control unit software (with XENTRY Diagnosis connected)
(02-4762)*	Connect/disconnect diagnosis system (XENTRY Diagnosis)
(02-5058)*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)

Damage Code	Operation Number	Labor Time (hrs.)
54 987 11	02-9334	0.1
	02-4762*	0.1
	02-5058*	0.1

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

i **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.*