

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: <b>Emission Recall Campaign Notification</b> Update 48V ISG Control Unit Software MY19-22 E, CLS, GLE, GLS, S & AMG GT-Class (213, 238, 257, 167, 223, 290 platforms)	DATE: March 23, 2023

**IMPORTANT EMISSION RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.

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>Recall Campaign Launch Notification</b>			<b>March 23, 2023</b>
<b>Campaign No. :</b>	<b>CA DMV. :</b>	<b>Campaign Desc. :</b>	<b>Update 48V ISG Control Unit Software</b>
<b>2022100005</b>	<b>221005</b>	<b>21P5499623</b>	
<p>This is to notify you of the <b>Emission Recall Campaign LAUNCH</b> notification to update the 48V Integrated Starter Generator (ISG) control unit software in <b>62,629</b> Model Year (“MY”) 2019 - 2022 E, CLS, GLE, GLS, S &amp; AMG GT-Class (213, 238, 257, 167, 223, 290 platforms). A customer notification letter will be mailed to customers advising of this emission recall, which may generate questions. Affected VINs will be flagged in VMI as “OPEN” on <b>March 24, 2023</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that the affected vehicles may not meet current On Board Diagnostics (“OBD”) emissions specifications. Under certain conditions, the permanent OBD fault code memory of the 48V ISG control unit may not activate.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary Emission Recall Campaign in which an authorized Mercedes-Benz dealer will update the software in the affected vehicles.		
<b>Parts</b>	<b>Parts are not required for this campaign since the remedy is software based.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019-2022		
<b>Vehicle Model</b>	E, CLS, GLE, GLS, S & AMG GT-Class (213, 238, 257, 167, 223, 290 platforms)		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	62,629		
<p><b>Notice to California Dealers:</b> As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.</p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	A customer notification will be provided for this Emission Campaign. Customer letters will be mailed on April 07, 2023.		
<b>AOMS/SOMS</b>	AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<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>			





Mercedes-Benz

Campaign No. 2022100005, March 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E, CLS, GLE, GLS, S & AMG GT-Class (213, 238, 257, 167, 223, 290)**  
**Model Year 2019-2022**  
**Update 48V ISG control unit software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2019-2022 E, CLS, GLE, GLS, S & AMG GT-Class (213, 238, 257, 167, 223, 290), the affected vehicles may not meet current On Board Diagnostics (“OBD”) emissions specifications. Under certain conditions, the permanent OBD fault code memory of the 48V ISG control unit may not activate. An authorized Mercedes-Benz dealer will update the software in the affected vehicles.

Prior to performing this Recall 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 Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 62,629 vehicles are involved.

Order No. P-RC-2022100005 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.

**i** Note:

- Use Xentry 09/20 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.

**Procedure**

1. Connect XENTRY Diagnosis.
2. Update software of integrated starter alternator ("ISA") control unit **(N129)**.

**i** To do this, select menu item "Quick test view" → **N129 Integrated starter alternator (ISA)**  
 → Adaptations → Control unit update → Updating of control unit software.

**i** Then follow the user guidance in XENTRY Diagnosis.

**Warranty Information**

**Operation:** **(02-5058)** Connect/disconnect battery charger  
**(02-4762)** Star Diagnosis System (SDS), Connect/disconnect  
**(02-9334)** Update N129 Integrated starter alternator-Adaptations

Damage Code	Operation Number	Labor Time (hrs.)
54 996 23	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.

**i** The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank areas of the label. The campaign number for the California Proof of Correction is unique and must be entered as such (**221005**), your dealer code, and the date of the repair, using a black permanent marker.

**i** Note: Clean bonding surface prior to affixing label.



**Figure 1**

**i** The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) **Figure 2**, after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction is unique and must be entered as such (**221005**).

**Figure 2**

### California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 42 14
1	Label (CA Dealers Only)	A 000 584 54 13

### Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1