

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: Emission Service Campaign 2023060003 Notification Perform Software Update to Air Conditioning Control Unit	DATE: June 15, 2023

IMPORTANT NEW EMISSION SERVICE CAMPAIGN 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



Emission Service Campaign Notification		June 15, 2023
Campaign No. :	Campaign Desc. :	Perform Software Update to Air Conditioning Control Unit
2023060003	21P5499508	
<p>This is to notify you of an Emission Service Campaign to perform software update to air conditioning control unit on 9,119 Model Year ("MY") 2016 – 2021 C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) vehicles. The affected vehicles will be visible and flagged in VMI as "OPEN" on June 16, 2023.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2016 – 2021 C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) vehicles, the air conditioning control unit software may not meet production specifications. There is a possibility that a stuck open thermostat may wrongly be detected causing the check engine Malfunction Indicator Lamp ('MIL') to illuminate.	
What We're Doing	MBUSA will conduct an Emission Service Campaign. An authorized Mercedes-Benz dealer will perform a software update to the air conditioning control unit on the affected vehicles.	
Parts	Parts are not required for this campaign since the remedy is software based	
Vehicles Affected		
Vehicle Model Year(s)	2016 - 2021	
Vehicle Model	C-Class, E-Class and GLC	
Vehicle Population		
Total Campaign Population	9,119	
<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. 2023060003, June 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2016 - 2021

Perform Software Update to Air Conditioning Control Unit

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2016 – 2021 C-Class (205 platform), E-Class (213 platform) and GLC (253 platform) vehicles, the air conditioning control unit software may not meet production specifications. There is a possibility that a stuck open thermostat may wrongly be detected causing the check engine Malfunction Indicator Lamp (‘MIL’) to illuminate. An authorized Mercedes-Benz dealer will perform a software update to the Air Conditioning Control Unit on the affected vehicles.

Prior to performing this Campaign:

- **VMI must 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 9,119 vehicles are affected.

Order No. P-SC-2023060003

Service Campaign Bulletin

Service Campaign Bulletin

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Service Campaign Bulletin

Perform Software Update to Air Conditioning Control Unit

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure step 2**.
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

Work Procedure

1. Connect XENTRY Diagnosis.
 2. Update automatic air conditioning (AAC) control unit software
 - i** To do this, select menu item "Quick test view – N22/1- automatic air conditioning (AAC) - Adaptations – Control unit update – Update of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
 3. Disconnect XENTRY Diagnosis.
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i **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair.*

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 995 08	02-9334	Update automatic air conditioning (AAC) control unit software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* Invoice operation item only once for each workshop order.

i **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*