

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Emissions Service Campaign 2023070011 Notification Perform Engine Electronics Control Unit Software Update	DATE: July 21, 2023

IMPORTANT NEW EMISSIONS 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

Senior Manager, Vehicle Compliance & Analysis



Emissions Service Campaign Notification		July 21, 2023
Campaign No. :	Campaign Desc. :	Perform Engine Electronics Control Unit Software Update
2023070011	23P5492017	
<p>This is to notify you of an Emissions Service Campaign to perform a software update to the engine electronics control unit on 29 Model Year ("MY") 2020 S-Class (222 platform) vehicles. The affected vehicles will be visible and flagged in VMI as "OPEN" on July 21, 2023.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 S-Class (222 platform) vehicles, the engine electronics control unit software may not correspond with the current specifications.	
What We're Doing	MBUSA will conduct an Emissions Service Campaign. An authorized Mercedes-Benz dealer will perform a software update to the engine electronics 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)	2020	
Vehicle Model	S-Class	
Vehicle Population		
Total Campaign Population	29	
<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. 2023070011, July 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (222 platform)**
Model Year 2020

Perform Engine Electronics Control Unit Software Update

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 S-Class (222 platform) vehicles, the engine electronics control unit software may not correspond with the current specifications. An authorized Mercedes-Benz dealer will perform a software update to the engine electronics 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 29 vehicles are affected.

Order No. P-SC-2023070011

Service Campaign Bulletin

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Perform Engine Electronics Control Unit Software Update

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - 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 battery system** (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 engine electronics (ME-SFI) control unit software.
 - i** To do this, select menu item "Quick test view → **N3/10 engine electronics (ME)** → Adaptations → Control unit update → Update of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

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.)
54 920 17	02-9334	Update N3/10 engine electronics (ME) 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.*