

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: Service Campaign Launch Notification Update Electric Engine Mount Control Unit Software MY22-24 C-Class, AMG GT, AMG SL (206, 192, 232 platform)	DATE: December 8, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		December 8, 2023
Campaign No. :	Campaign Desc. :	Update Electric Engine Mount Control Unit Software
2023110010	23P5498623	
<p>This is to notify you of the Service Campaign Launch to update the electric engine mount control unit software in 30 Model Year (“MY”) 2022-2024 C-Class, AMG GT, AMG SL (206, 192, 232 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on December 8, 2023.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY22-24 C-Class, AMG GT, AMG SL (206, 192, 232 platform) vehicles, the electric engine mount control unit software does not correspond to the latest series production configuration. In this case, a short circuit may be incorrectly detected, and the engine mounts can de-energize. This in turn could lead to changes in the vehicle’s dynamics and noise complaints from the customer.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the electric engine mount control unit software.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2022-2024	
Vehicle Model	C-Class, AMG GT, AMG SL	
Vehicle Populations		
Total Campaign Population	30	
Next Steps/Notes		
Customer Notification Timeline	Customer letters will not be mailed.	
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. 2023110010, December 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, SL, GT (206, 232, 192 platform)**
Model Year 2022-2024

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY22-24 C-Class, AMG GT, AMG SL (206, 192, 232 platform) vehicles, the electric engine mount control unit software does not correspond to the latest series production configuration. In this case, a short circuit may be incorrectly detected, and the engine mounts can de-energize. This in turn could lead to changes in the vehicle's dynamics and noise complaints from the customer. An authorized Mercedes-Benz dealer will update the electric engine mount control unit software.

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 30 vehicles are affected.

Order No. P-SC-2023110010

Service Campaign Bulletin

Service Campaign Bulletin

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Update Electric Engine Mount Control Unit Software

- 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 battery charger to ensure sufficient power supply of the vehicle **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 one workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

Work procedure

1. Connect XENTRY Diagnosis.
 2. Update software of **engine mount and differential lock (N187)** control unit.
 - i** To do this, select menu item "Quick test view → N187 – Electric differential lock and engine mount (EAGGS AMLA) → 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.)
54 986 23	02-9334	Update engine mount and differential lock (N187) 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.*