

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 Digital and Replace Printed Operator's Manual MY24 GLC, GLS, and AMG GT (167, 254, 192 and 290 platform)	DATE: March 22, 2024

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		March 22, 2024
Campaign No. :	Campaign Desc. :	Update Digital and Replace Printed Operator’s Manual
2024030010	24P5891020	
<p>This is to notify you of the Service Campaign Launch to update the digital and replace the printed operator’s manual in 39 Model Year (“MY”) 2024 GLC, GLS, and AMG GT vehicles (167, 254, 192 and 290 platform). The vehicles will be visible and flagged in VMI as “OPEN” on March 22, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 GLC, GLS, and AMG GT vehicles (167, 254, and 290 platform), the digital and printer operator’s manual may not correspond to current production specifications. Customers may have received the description of certain functions that are not applicable to their vehicle.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the digital and replace the printed operator’s manual.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2024	
Vehicle Model	GLC, GLS, and AMG GT	
Vehicle Populations		
Total Campaign Population	39	
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. 2024030010, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC, GLS, and AMG GT (167, 254, 192 and 290 platform)
Model Year 2024**

Update Digital and Replace Printed Operators Manual

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 GLC, GLS, and AMG GT (167, 254, 192 and 290 platform) vehicles, the digital and printer operator's manual may not correspond to the current production configuration. Therefore, it is possible that the customer may receive the description of a function that their vehicle does not include. An authorized Mercedes-Benz dealer will update the digital operator's manual and replace the printed manual in the vehicles document wallet.

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 39 vehicles are affected.

Order No. P-SC-2024030010

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

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Service Campaign Bulletin

Update Digital and Replace Printed Operators Manual

- 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 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 Digital Operator's Manual.
 - 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.
 - i** The Digital Operator's Manual is downloaded automatically via Retail Data Storage to XENTRY Diagnosis to match the affected vehicle.
3. Disconnect XENTRY Diagnosis.
- 4.1 **Only models 167 and 254:**
Replace **AMG Supplement** in the vehicle document wallet.
 - i** * The AMG supplement must be determined according to the equipment variant for the vehicle identification number via the parts job in the Xentry Portal.
- 4.2 **Only models 192 and 290:**
Replace **Operator's Manual** in the vehicle document wallet.
 - i** * The Operator's Manual must be determined according to the equipment variant for the vehicle identification number via the parts job in the Xentry Portal.

Primary Parts Information

Qty.	Part Name	Part Number
1	AMG Supplement (only in models 167 and 254)	*
1	Operators Manual (only in models 192 and 290)	*

* The replacement AMG Supplement & Operators Manual must be determined according to the equipment variant for the vehicle identification number via the parts process in the XENTRY Parts Information.

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.)
58 910 20	02-9445**	Update Digital Operator's Manual (with XENTRY Diagnosis connected)	0.1
	02-9471**	Enclose operator's manual	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.

** Please manually enter the code and accounting number in the workshop order as per the work instructions.

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.*