

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 Temporary Deactivation Notification Campaign Deactivation - Update Electronic Ignition Lock Control Unit Software MY24 C-Class, GLC, and S-Class (206, 223, and 254 platform)	DATE: April 12, 2024

IMPORTANT SERVICE CAMPAIGN UPDATE

TEMPORARY DEACTIVATION OF CAMPAIGN DUE TO DIFFICULTY WITH THE SOFTWARE UPLOAD. AN UPDATED NCU WITH WORK INSTRUCTIONS WILL BE PROVIDED ONCE AVAILABLE.

The vehicles were visible and flagged in VMI as “OPEN” on **March 28, 2024**. The affected vehicles will be removed from display in VMI on **April 12, 2024**, due to difficulties with the software upload. An update NCU with WI will be posted once available.

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

