

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 Integrated Starter Alternator (ISA) Control Unit Software MY21-23 C-Class, S-Class (206, 223 platform)	DATE: May 3, 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

May 3, 2024

Campaign No. :

Campaign Desc. :

2024040008

23P5498612

Update Integrated Starter Alternator (ISA) Control Unit Software

This is to notify you of the [Service Campaign Launch](#) to update the Integrated Starter Alternator (ISA) control unit software in **29,524** Model Year (“MY”) 2021-2023 C-Class and S-Class vehicles (206, 223 platform). The vehicles will be visible and flagged in VMI as “OPEN” on **May 3, 2024**.

Background

Issue
Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-23 C-Class and S-Class vehicles (206, 223 platform), the software for the ISA control unit may not correspond with the latest series production configuration. The possibility exists that the function of the ISA may not be restricted with an active Malfunction Indicator Lamp.

What We’re Doing
MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the ISA control unit software in the affected vehicles.

Parts
The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s) 2021-2023
Vehicle Model C-Class, S-Class

Vehicle Populations

Total Campaign Population 29,524

Next Steps/Notes

Customer Notification Timeline
Customer letters will not be mailed.

AOMS/SOMS
AOMs – This campaign may generate questions from your dealers.

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.



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024040008, May 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class and S-Class (206 and 223 platform)**
Model Year 2021 – 2023

Update Integrated Starter Alternator (ISA) Control Unit Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-23 C-Class and S-Class vehicles (206 and 223 platform), the software for the ISA control unit may not correspond with the latest series production configuration. The possibility exists that the function of the ISA may not be restricted with an active Malfunction Indicator Lamp. An authorized Mercedes-Benz dealer will update the ISA control unit software in 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 29,524 vehicles are affected.

Order No. P-SC-2024040008

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Update Integrated Starter Alternator (ISA) Control Unit Software

- 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 ISG48V2 - N129 or A79/8 Integrated starter alternator (ISA) control unit software.
 - i** To do this, select menu item "Quick test view → **N129 - Integrated starter alternator (ISA)**, or **A79/8 - Integrated starter alternator (ISA)** → 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.)
54 986 12	02-9334	Update ISG48V2 (N129 or A79/8) Integrated starter alternator (ISA) 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 items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

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.*