

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 Engine Control Unit Software MY20-23 CLS, E-Class, GLE, AMG GT 4-Door (257, 213, 238, 167, and 290 platform)	DATE: September 20, 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		September 20, 2024
Campaign No. :	Campaign Desc. :	Update Engine Control Unit Software
2024090007	23P5496345	
<p>This is to notify you of the Service Campaign Launch to update the engine control unit software in 22,775 Model Year (“MY”) 2020-2023 CLS, E-Class, GLE, and AMG GT 4-Door (257, 213, 238, 167, and 290 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on September 20, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2023 CLS (257 platform), E-Class (213 and 238 platform), GLE (167 platform), and AMG GT 4-Door (290 platform) vehicles, the engine control unit software does not correspond to current production specifications. As a consequence, the functionality of the post-catalyst oxygen sensor may be impaired due to increased thermal loading .	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the engine control unit software.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2020-2023	
Vehicle Model	CLS, E-Class, GLE, AMG GT 4-Door	
Vehicle Populations		
Total Campaign Population	22,775	
Next Steps/Notes		
Customer Notification Timeline	No customer letters will be mailed for this campaign.	
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. 2024090007, September 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLS, E-Class, GLE, and AMG GT (257, 213, 238, 167 and 290 platforms)
Model Year 2020 - 2023**

Update Engine Control Unit Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2023 CLS (257 platform), E-Class (213 and 238 platform), GLE (167 platform), and AMG GT 4-Door (290 platform) vehicles, the engine control unit software does not correspond to current production specifications. As a consequence, the post-catalyst oxygen sensor may experience increased thermal load impairing functionality. An authorized Mercedes-Benz dealer will update the engine control unit software in 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 22,775 vehicles are affected.

Order No. P-SC-2024090007

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Update Engine Control Unit Software

Model 167, 213, 238, 257 and 290

- 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 **Motor electronics (ME)** control unit software.
 - i** To do this, select menu item "Quick test view → **N3/10 – Motor electronics 'MRG1' for combustion engine 'M256' (ME)** → Adaptations → Control unit update → Updating 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.)
54 963 45	02-9334**	Operation: Update N3/10 – Motor 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 items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

** Please enter the code and accounting number manually 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.*