

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: <b>Service Campaign Launch Notification</b> <b>Update Electronic Ignition Lock Control Unit Software</b> <b>MY24 C-Class, E-Class (206 and 214 platform)</b>	DATE: September 27, 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



<b>Service Campaign Launch Notification</b>		September 27, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Electronic Ignition Lock Control Unit Software</b>
2024090014	24P4692205	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to update the electronic ignition lock control unit software in <b>8,795</b> Model Year (“MY”) 2024 C-Class and E-Class (206 and 214 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>September 27, 2024</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 C-Class and E-Class (206 and 214 platform) vehicles, the electronic ignition lock control unit does not correspond to current specifications. As a result, the ignition lock may not react after a key cycle, which could result in the vehicle not starting and the instrument cluster display not reacting.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the electronic ignition lock control unit software.	
<b>Parts</b>	The remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2024	
<b>Vehicle Model</b>	C-Class and E-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	8,795	
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer letters will not be mailed.	
<b>AOMS/SOMS</b>	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. 2024090014, September 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class and E-Class (206 and 214 platform)**  
**Model Year 2024**

## **Update Electronic Ignition Lock Control Unit Software**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 C-Class and E-Class (206 and 214 platform) vehicles, the electronic ignition lock control unit does not correspond to current production specifications. As a result, the ignition lock may not react after a key cycle, which could result in the vehicle not starting and the instrument cluster display not reacting. An authorized Mercedes-Benz dealer will update the electronic ignition lock 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 8,795 vehicles are affected.

Order No. P-SC-2024090014

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

## Update Electronic Ignition Lock Control Unit Software

Models 206 & 214

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- 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 **Electronic ignition lock** control unit software.
  - i** To do this, select menu item "Quick test view → **N73 or N73/3 - Electronic ignition lock (EZS)** → Adaptations → Control unit update → Updating 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.)
46 922 05	02-9334	Update <b>Electronic ignition lock (N73/3 or N73)</b> 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.*