

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 Door Control Unit Software Update MY23-24 C-Class and GLC (206 and 254 platform)	DATE: October 4, 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		October 4, 2024
Campaign No. :	Campaign Desc. :	Door Control Unit Software Update
2024090017	24P5496417	
<p>This is to notify you of the Service Campaign Launch to update the door control unit software in 5,780 Model Year (“MY”) 2023-2024 C-Class and GLC (206 and 254 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on October 4, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 C-Class (206 platform) and GLC (254 platform) vehicles, the door control unit software does not correspond to current production specifications. In this case, the 12V starter battery may sporadically discharge.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the door control unit software.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2023-24	
Vehicle Model	C-Class and GLC	
Vehicle Populations		
Total Campaign Population	5,780	
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. 2024090017, October 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class and GLC (206 and 254 platform)**
Model Year 2023 – 2024

Commissioning of Door Control Units

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2024 C-Class (206 platform) and GLC (254 platform) vehicles, the door control unit software does not correspond to current production specifications. In this case, the 12V starter battery may sporadically discharge. An authorized Mercedes-Benz dealer will update the door 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 5,780 vehicles are affected.

Order No. P-SC-2024090017

Commissioning of Door Control Units

Models: 206 & 254

- 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.

i Before commissioning is started, all windows **must** be fully closed.

2. Perform commissioning of the four door control units (**N69/1, N69/2, N69/3, and N69/4**).

i To do this, select menu item "Quick test view – **N69/1 - Left front door (DCU-LF) - Adaptations – Initial Startup of control unit – Initial Startup of the already installed control unit**".

i Then follow the user guidance in XENTRY Diagnosis.

i All four door control units are commissioned automatically in parallel.

NOTE: If manual normalization of the side windowpane is required at the end of commissioning, this must be performed on the vehicle. XENTRY Diagnosis does not need to be connected for this.

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.)
54 964 17	12-2202	Perform commissioning of four door control units (N69/1, N69/2, N69/3 and N69/4)	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.*