

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 MY19-21 G-Class (463 platform)	DATE: November 8, 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

November 8, 2024

Campaign No. :

Campaign Desc. :

2024100016

22P5496210

Update Engine Control Unit - Software

This is to notify you of the [Service Campaign Launch](#) to perform an engine control unit (ECU) software update on **6,098** Model Year (“MY”) 2019-2021 G-Class (463 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on **November 8, 2024**.

Background

Issue
Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019-2021 G-Class (463 platform) vehicles, the engine control unit software does not correspond to current production specifications. It is therefore possible that on-board diagnostics and/or exhaust gas emissions requirements may not be fulfilled.

What We’re Doing
MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will perform the ECU software update.

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

Vehicles Affected

Vehicle Model Year(s) 2019 - 2021

Vehicle Model G-Class (463 Platform)

Vehicle Populations

Total Campaign Population 6,098

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. 2024100016, November 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class (463 platform)**
Model Year 2019 – 2021

Update Engine Control Unit Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019-2021 G-Class (463 platform) vehicles, the engine control unit software does not correspond to current production specifications. It is therefore possible, that on-board diagnostics and/or exhaust gas emissions requirements may not be fulfilled. An authorized Mercedes-Benz dealer will perform the ECU software update.

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 6,098 vehicles are affected.

Order No. P-SC-2024100016

Update Engine Control Unit Software

Model 463

- 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 **Engine Control Unit** software.
 - i** To do this, select menu item "Quick test view – N3/10 - Motor electronics 'MED1775' for combustion engine 'M176' (ME) – Adaptations – Control unit update – Updating of the 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.)
54 962 10	02-9334	Update Engine Control Unit software (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.*