

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021120008, November 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (217 & 222 platform)**
Model Year 2019

Update Engine Control Unit Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019 S-Class (217 & 222 platform), the software for the engine control unit does not correspond to the current series production configuration and may cause misfire, resulting in the activation of Malfunction Indicator Lamp (MIL). An authorized Mercedes-Benz dealer will perform the engine control unit software update.

Prior to performing this Campaign:

- **VMI must always 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 vehicles are affected.

Order No. P-SC-2021120008

Update Engine Control Unit Software

Models 217 and 222

- 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.
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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.)
54 951 20	02-9334	Update Engine 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

* Operation item may be invoiced 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.*