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| 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><br><b>Update Engine Control Unit Software</b><br><b>MY20-23 CLS, E-Class, GLE, AMG GT 4-Door (257, 213, 238, 167, and 290 platform)</b> | 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



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| <b>Service Campaign Launch Notification</b>   |   | September 20, 2024                         |
| <b>Campaign No. :</b>   | <b>Campaign Desc. :</b>   | <b>Update Engine Control Unit Software</b> |
| 2024090007  | 23P5496345  |  |
| <p>This is to notify you of the <a href="#">Service Campaign Launch</a> to update the engine control unit software in <b>45,566</b> 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 <b>September 20, 2024</b>.</p> |   |  |
| <b>Background</b>   |   |  |
| <b>Issue</b>  | 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 . |  |
| <b>What We’re Doing</b>   | MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the engine 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>  | 2020-2023   |  |
| <b>Vehicle Model</b>  | CLS, E-Class, GLE, AMG GT 4-Door  |  |
| <b>Vehicle Populations</b>  |   |  |
| <b>Total Campaign Population</b>  | 45,566  |  |
| <b>Next Steps/Notes</b>   |   |  |
| <b>Customer Notification Timeline</b>   | No customer letters will be mailed for this campaign.   |  |
| <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. 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

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## Update Engine Control Unit Software

Model 167, 213, 238, 257 and 290

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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 **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.
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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.) |
|-------------|------------------|--|-------------------|
| 54 963 45   | 02-9334**        | <b>Operation:</b> Update <b>N3/10 – Motor electronics (ME)</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 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.*