

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 Drivetrain Control Unit Software MY16-19 E-Class and S-Class (213, 217, 222, 238 platform)	DATE: February 7, 2025

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Care Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification

February 7, 2025

Campaign No. :

Campaign Desc. :

2025010006

18P5496116

Update Drivetrain Control Unit Software

This is to notify you of the [Service Campaign Launch](#) to update the drivetrain control unit software in **114,144** Model Year ("MY") 2016-2019 E-Class and S-Class (213, 217, 222, 238 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **February 7, 2025**.

Background**Issue**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2016-2019 E-Class (213 and 238 platform) and S-Class (217 and 222 platform) vehicles, the drivetrain control unit software does not correspond to current production specifications. The drivetrain control unit will receive a software update that improves vehicle diagnostics.

What We're Doing

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the drivetrain control unit software.

Parts

The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s)

2016-2019

Vehicle Model

E-Class and S-Class

Vehicle Populations

Total Campaign Population

114,144

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 Care Center at 1-800-FOR-MERCEDES.



Service Campaign Bulletin



Mercedes-Benz

February 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025010006
CAMPAIGN DESC.	18P5496116
SUBJECT	Update Drivetrain Control Unit Software
MODEL(S)	E-Class and S-Class (213, 238, 217 & 222 platform)
MODEL YEAR(S)	2016 – 2019
CAMPAIGN POPULATION	114,144

Campaign Technical Instructions

Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-SC-2025010006

Service Campaign Bulletin



- 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 battery system** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.



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 software of **Powertrain (PTCU)** control unit.



To do this, select menu item "Quick test view → **N127 - "Powertrain" control unit (PTCU)** → Adaptations → Control unit update → Updating of the control unit software".



Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

Warranty Information



Note: The following allowable labor operation should be used when submitting a warranty claim for this repair:

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 961 16	02-9334	Update Powertrain control unit (PTCU) software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnosis 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.



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.