

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: Emission Service Campaign Launch Notification Perform Drivetrain Control Unit (PTCU) Software Update MY 2018 S-Class (217 & 222 platforms)	DATE: March 27, 2025

IMPORTANT NEW EMISSION 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



**Emission Service Campaign
Launch Notification**

March 27, 2025

Campaign No.:

CA DMV No.:

Campaign Desc.:

2025010009

250109

24P5496241

**Perform Drivetrain Control Unit (PTCU)
Software Update**

This is to notify you of an **Emission Service Campaign** affecting the Drivetrain Control Unit on **287** Model Year (“MY”) 2018 S-Class (217 & 222 platforms) vehicles. The affected vehicles will be visible and flagged in VMI as “OPEN” on **March 28, 2025**.

Background**Issue**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018 S-Class (217 & 222 platforms) vehicles, an incorrect software was inadvertently updated on the drivetrain control unit during a workshop visit. Due to incorrect software, the vehicles may not meet emission or OBD certification requirements, therefore potential influence on the exhaust emissions cannot be ruled out.

What We’re Doing

MBUSA will conduct an Emission Service Campaign. An authorized Mercedes-Benz dealer will update the drivetrain control unit software on the affected vehicles. Affected customers will be notified via First Class letter to have the update performed on their vehicle.

Parts

The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s)

2018

Vehicle Model

S-Class (217 & 222 platforms)

Vehicle Populations

Total Campaign Population

287

Next Steps/Notes

Customer Notification Timeline

Customers letters will be mailed approximately two weeks after the posting of this NCU.

AOMS/SOMS

AOMs – This campaign may generate questions from your dealers.

Notice to California Dealers: As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.

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

March 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025010009
CAMPAIGN DESC.	24P5496241
CA DMV NO.	250109
SUBJECT	Perform Drivetrain Control Unit (PTCU) Software Update
MODEL(S)	Software S-Class (217 & 222 platform)
MODEL YEAR(S)	2018
CAMPAIGN POPULATION	287

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-2025010009

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

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 **Drivetrain Control Unit (PTCU)** software.



To do this, select menu item "Quick test view → **CPC3 - N127 - Control unit 'Drivetrain' (PTCU)** → Adaptations → Control unit update → Updating of control unit software".



Then follow the user guidance in XENTRY Diagnosis.



The **Engine Control Unit (ME-SFI)** is automatically also updated within the same process.

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.)
54 962 41	02-9334	Update Drivetrain 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.

i The following step applies to California dealers only.

Apply Proof of Correction Label (**A 000 584 54 13**) to area identified in **Figure 1**. Fill in the blank areas of the label. The “**Campaign No.**” for the California Proof of Correction is unique and must be entered as such (**250109**), your “**Dealer Code**”, and the “**Date**” of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (**A 000 584 42 14**) (**Figure 2**), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction Certificate is unique and must be entered as such (**250109**).

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit claim on a separate line of the same RO as the campaign)

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1