

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 Update Engine Control Unit Software MY 2023 – 2024 G-Class (463 platform)	DATE: April 15, 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**

April 15, 2025

Campaign No.:	CA DMV No.:	Campaign Desc.:
2025030014	N/A	24P5496501

Update Engine Control Unit Software

This is to notify you of an **Emission Service Campaign** affecting the Engine Control Unit on **9,751** Model Year (“MY”) 2023 - 2024 G-Class (463 platform) vehicles. The affected vehicles will be visible and flagged in VMI as “OPEN” on **April 16, 2025**.

Background**Issue**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 – 2024 G-Class (463 platform) vehicles, the engine control unit software may not correspond to the current specifications. During vehicle idling and in the partial-load range CAT heating operating mode, the risk of cylinder misfire could increase, resulting in the illumination of the check engine Malfunction Indicator Lamp (“MIL”).

What We’re Doing

MBUSA will conduct an Emission Service Campaign. An authorized Mercedes-Benz dealer will update the engine control unit software on the affected vehicles.

Parts

The remedy is available and can be performed as necessary.

Vehicles Affected**Vehicle Model Year(s)**

2023 – 2024

Vehicle Model

G-Class (463 platform)

Vehicle Populations**Total Campaign Population**

9,751

Next Steps/Notes**Customer Notification Timeline**

Customers 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

April 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025030014
CAMPAIGN DESC.	24P5496501
SUBJECT	Update Engine Control Unit Software
MODEL(S)	G-Class (463 platform)
MODEL YEAR(S)	2023 – 2024
CAMPAIGN POPULATION	9,751

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-2025030014

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 **Engine Control Unit** software.



To do this, select menu item "Quick test view → **N3/10 - Motor electronics 'MED1775' for combustion engine 'M177' (ME)** → 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.)
54 965 01	02-9334	Update N3/10 – Motor electronics (ME) 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 item only once for each workshop Repair Order (RO).



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.