

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> <b>Update Electronic Ignition Lock Control Unit Software – Wave 3</b> <b>MY24 C-Class, E-Class, GLC (206, 214, 254 platform)</b>	DATE: September 26, 2025

## 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



<b>Service Campaign Launch Notification</b>		September 26, 2025
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Electronic Ignition Lock Control Unit Software – Wave 3</b>
2024090014	24P4692205	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to update the electronic ignition lock control unit software in <b>9,226</b> Model Year (“MY”) 2024 C-Class, E-Class, GLC (206, 214, 254 platform) vehicles. The vehicles were flagged in VMI as “OPEN” on <b>December 11, 2024</b>. <b>Additional vehicles will be visible and flagged in VMI as “OPEN” on September 26, 2025.</b></p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain 2024 C-Class, E-Class, and GLC (206, 214, 254 platform) vehicles, the electronic ignition lock control unit does not correspond to current specifications. As a result, the ignition lock may not react after a key cycle, which could result in the vehicle not starting and the instrument cluster display not reacting.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the electronic ignition lock control unit software.	
<b>Parts</b>	<b>The remedy is available and can be performed as necessary.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2024	
<b>Vehicle Model</b>	C-Class, E-Class, GLC	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	8,996 (Wave 1) + 205 (Wave 2) + <b>25 (Wave 3)</b>	
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer letters will not be mailed.	
<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

September 2024

**Revision D: September 26, 2025**

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	<b>20240900014</b>
CAMPAIGN DESC.	<b>24P4692205</b>
SUBJECT	<b>Update Electronic Ignition Lock Control Unit Software – Wave 3</b>
MODEL(S)	<b>C-Class, E-Class, and GLC (206, 214, and 254 platform)</b>
MODEL YEAR(S)	<b>2024</b>
CAMPAIGN POPULATION	<b>9,226</b>

## 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.

### **Revision Note(s):**

- Increased vehicle population

Order No. P-SC-20240900014

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Model(s): 206, 214, and 254

**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 battery system** (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 **Electronic ignition lock** control unit software.
  - i** To do this, select menu item "Quick test view → **N73 or N73/3 - Electronic ignition lock (EZS)** → Adaptations → Control unit update → Updating of control unit software".
  - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

**Warranty Information**

**i** **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.)
46 922 05	02-9334	Update <b>Electronic ignition lock (N73/3 or N73)</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 item only once for each workshop Repair 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.*