

ATTENTION: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

Service Campaign Notification

October 10, 2025

Campaign #	Description	Update Engine Control Unit Software – Amendment 2
2024090007	23P5496345	

Campaign Details

Total Population	52,029 (Total) = 22,775 (Initial population) + 22,791 (Amendment 1) + 6,463 (Amendment 2)	Model(s)/ Platform(s)	CLS, E-Class, GLE, and AMG GT 4-Door (257, 213, 238, 167, and 290 platform)
Model Year(s)	2019-2023		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject 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.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the engine control unit software.		
Launch Date	22,775 affected VINs were flagged as “OPEN” in VMI on September 20, 2024. 22,791 affected VINs were flagged as “OPEN” in VMI on December 2, 2024. 6,463 additional affected VINs will be flagged as “OPEN” in VMI on Friday, October 10, 2025.		
Warranty Claim Notice	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

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

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

- 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**	Operation: 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 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.*