

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

## Service Campaign Notification

February 27, 2026

Campaign #	Description	Update Engine Control Unit - Software
2024100016	22P5496210	

### Campaign Details

<b>Total Population</b>	7,572 (Total Population) 6,098 (Initial) + 1,473 (Additional)	<b>Model(s)/ Platform(s)</b>	G-Class, S-Class & GT (463, 222 & 190)
<b>Model Year(s)</b>	2019 - 2021		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019-2021 G-Class, S-Class and GT (463, 222 & 190 platforms) vehicles, the engine control unit software does not correspond to current production specifications. It is therefore possible that on-board diagnostics and/or exhaust gas emissions requirements may not be fulfilled.		
<b>Remedy</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will perform the ECU software update.		
<b>Launch Date</b>	Affected VINs were flagged in VMI as “OPEN” on Friday, November 8, 2024. Additional affected VINs will be flagged as “OPEN” in VMI on <b>Friday, February 27, 2026.</b>		
<b>Warranty Claim Notice</b>	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



November 2024

**Revision A: February 27, 2026**

**TO: ALL MERCEDES-BENZ DEALERS**

CAMPAIGN NO.	<b>2024100016</b>
CAMPAIGN DESC.	<b>22P5496210</b>
SUBJECT	<b>Update Engine Control Unit</b>
MODEL(S)	<b>G-Class, S-Class &amp; GT (463, 222 &amp; 190 platforms)</b>
MODEL YEAR(S)	<b>2019 – 2021</b>
CAMPAIGN POPULATION	<b>7,572</b>

## Campaign Technical Instructions

### Prior to performing this Campaign:

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

1. Always check for other open campaigns and perform them accordingly!
2. Review the entire campaign bulletin first, and perform the procedures exactly as described.

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

- Additional vehicles added to population

Order No. P-SC-2024100016

**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 **Engine Control Unit** software.
  - i** To do this, select menu item "Quick test view → **N3/10 - Motor electronics 'MED1775' for combustion engine 'M176' (ME)** → Adaptations → Control unit update → Updating of the control unit software."
  - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

**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.)
54 962 10	02-9334	Update <b>Engine Control Unit</b> software (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.*