

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

Service Campaign Notification

July 24, 2026

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

Campaign Details

Total Population	10,778 (Total Population) 6,098 (Initial) + 1,483 (Additional)+ 3,197 (Additional)	Model(s)/ Platform(s)	C-Class, G-Class, GLC, GT, S-Class (205, 463, 253, 190 & 222)
Model Year(s)	2019 - 2021		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019-2021 C-Class, G-Class, GLC, GT, S-Class (205, 463, 253, 190 & 222 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.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will perform the ECU software update.		
Launch Date	Affected VINs were flagged in VMI as "OPEN" on Friday, November 8, 2024. Additional affected VINs were flagged as "OPEN" in VMI on Friday, February 27, 2026. More additional affected VINs will be flagged as "OPEN" in VMI on Friday, July 24, 2026.		
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



November 2024

Revision B: July 24, 2026

TO: ALL MERCEDES-BENZ DEALERS

CAMPAIGN NO.	2024100016
CAMPAIGN DESC.	22P5496210
SUBJECT	Update Engine Control Unit
MODEL(S)	C-Class, G-Class, GLC, GT & S-Class (205, 463, 253, 190 & 222 platforms)
MODEL YEAR(S)	2019 – 2021
CAMPAIGN POPULATION	10,778

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



- 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 'M176' (ME)** → Adaptations → Control unit update → Updating of the control unit software."



Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.



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 Engine Control Unit 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.



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.