

# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2017070002, September 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 253, Model Years 2016 and 2017**  
**Update Transmission Control Unit Software**

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that in certain MY16 and MY17 253 (GLC-Class) vehicles, the fully integrated transmission control unit software does not correspond to current production specifications. This could lead to rough shifting behavior. An authorized Mercedes-Benz dealership will update the control unit software on the affected vehicles.

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.


Approximately 48,945 vehicles are affected.

Order No. P-SC-2017070002


This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

## Procedure


### Note:


- Use DAS/Xentry 7/17 with all associated patches or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the "pre-call" check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

### 1. Update **fully integrated transmission (VGSNAG3)** control unit software.

 To do so, select menu item "Quick test view ➡ Y3/8n4 ➡ Transmission control for 9-speed transmission (VGS) ➡ Adaptations ➡ Control unit update ➡ Update of control unit software".

 Then follow the user guidance in XENTRY Diagnostics/DAS.

 If no newer software version can be found, the further procedure has to be clarified via an XSF ticket.

 Please manually apply for any additionally incurred costs relating to the XSF ticket.

### Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

### Warranty Information

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Perform SCN coding in transmission control module (02-9334).

Damage Code	Operation Number	Labor Time (hrs.)
27900 08 8	02-9334	0.1
	02-4762	0.1
	02-5058	0.1

### Note

Operation Number labor times are subject to change.