

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2019060014, July 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Model Year 2019**
Update Transmission Control Unit Software

Daimler AG (“DAG”) the manufacturer of Mercedes-Benz vans, has determined that the intended software version for Model Year 2019 has not yet been installed on the transmission control unit of certain Model Year 2019 Mercedes-Benz Metris vehicles. As a result, the affected vehicles do not formally comply with the associated certification documents. We ask that you update the transmission control (VGS) 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 **141** vehicles are affected.

Order No. V-SC-2019060014

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.

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Procedure

Operation No.	Operation text	Time (hrs.)	Damage Code	Code
02 4762	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1	27 950 63 8	VS2GETSW
02 5058	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1	27 950 63 8	VS2GETSW
02 8367	Operations: Update fully integrated transmission control (VGS) unit software (XENTRY Diagnosis connected)	0.2	27 950 63 8	VS2GETSW

Check			
1	Check whether the vehicle is affected by the measure	<p>Affected vehicles: Update software for fully integrated transmission control unit (VGS) (code: VS2GETSW)</p> <p>For authorized Mercedes-Benz service partners, only the entry in the Extended VEGA Application (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.</p>	SM27.19-S-0034-01AAA
Update Software			
2	Mount charger.	<p>A sufficient power supply for the on-board electrical system battery must be guaranteed throughout the entire work procedure. Otherwise any undervoltage that occurs may damage the control units.</p> <p>Follow the operating instructions for the charger.</p> <p>Use the charger to ensure that an adequate voltage (min. 12.5 V) is provided for the on-board electrical system battery.</p>	AR54.10-S-1127E
3	Install vehicle diagnosis system.	<p>If XENTRY Diagnostics is not yet attached.</p> <p>Always use the latest XENTRY Diagnostics software release.</p> <p>The operation steps must be performed exactly as per XENTRY Diagnostics.</p>	AD00.00-S-2000-04E
4	Update fully integrated transmission control unit (VGS) software.	<p>To do this, select the following menu items: Quick test view > N15/11 – Fully integrated transmission control (VGS) > Adaptation > Control units update > Updating of control unit software</p> <p>XENTRY Diagnostics guides you through the procedure for updating the control unit software. It is essential to precisely follow the operation steps in XENTRY Diagnostics.</p>	AR54.21-S-0014E

5	Remove vehicle diagnosis system from vehicle.		
6	Remove charger from vehicle.		AR54.10-S-1127E

Parts ordering note

No replacement parts are required.