TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: **Service Campaign Launch Notification** **Update Powertrain Control Unit Software** **MY19 205 213 217 222 257 290 463 (C-Class, E-Class, S-Class, CLS-Class, GT-Class and G-Class)**	DATE: December 6, 2019

IMPORTANT SERVICE CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis

Service Campaign Launch Notification			December 6, 2019
Campaign No. :		**Campaign Desc. :**	**Update PTCU Software**
2019100022		1810P54D11	

This is to notify you of the **Service Campaign Launch** regarding an update to the powertrain control unit software in **204** Model Year ("MY") 2019 C-Class, E-Class, S-Class, CLS-Class, GT-Class and G-Class (205 213 217 222 257 290 and 463 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on December 06, 2019.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 C-Class, E-Class, S-Class, CLS-Class, GT-Class and G-Class (205 213 217 222 257 290 and 463 platform) vehicles, the software for the powertrain control unit (PTCU) might not meet current production specifications.
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the software in the powertrain control unit on the affected vehicles.
Parts	**The remedy is available and can be performed.**

Vehicles Affected

Vehicle Model Year(s)	2019
Vehicle Model	C-Class, E-Class, S-Class, CLS-Class, GT-Class and G-Class

Vehicle Populations

Total Campaign Population	204

Next Steps/Notes

AOMS/SOMS	AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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 Assistance Center at 1-800-FOR-MERCEDES.

Campaign No. 2019100022, December 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models Various**
           Model Year 2019

           Update Powertrain Control Unit (PTCU) Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 C-Class, E-Class, S-Class, CLS-Class, GT-Class and G-Class (205 213 217 222 257 290 and 463 platform) vehicles, the software for the powertrain control unit (PTCU) might not meet current production specifications. An authorized Mercedes-Benz dealer will update the software in the powertrain control unit 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. Always Check VMI for any open campaigns, and perform accordingly.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 204 vehicle is affected.

Order No. P-SC-2019100022
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.

ℹ️ **Note:**

- Use Xentry 3/19 with all associated patches or higher.
- Follow the steps exactly as described in 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 via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update software of powertrain (PTCU) control unit.

ℹ️ To do this, select menu item "Quick test view – N127 Powertrain (PTCU) ➡️ Adaptations ➡️ Control units update ➡️ Update of control unit software".
ℹ️ Then follow the user guidance in XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update software of powertrain(PTCU) control unit (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 987 02 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

ℹ️ **Note**
Operation Number labor times are subject to change