

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 2020110017 Launch Notification Update On-Board Electrical System Battery Control Unit Software MY19-20 167, 213, 238, 257 (CLS-Class, E-Class, and GLE-Class)**

Date: December 11, 2020

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



Campaign No. :	Campaign Desc. :	Update On-board Electrical System Battery Control Unit Software
2020110017	20P5490329	
<p>This is to notify you of a Service Campaign launch regarding updating the software for the on-board electrical system battery control unit on 388 Model Year (“MY”) 2019-2020 167, 213, 238, 257 (CLS-Class, E-Class, GLE-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on December 11, 2020.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2019-2020 CLS-Class, E-Class, and GLE-Class (167, 213, 238, and 257 Platform) vehicles, the software for the on-board electrical system battery control unit does not correspond to the current series production configuration.	
What We’re Doing	MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.	
Parts	Parts are not required for this Service Campaign.	
Vehicle Model Year(s)	2019-2020	
Vehicle Model	CLS-Class, E-Class, GLE-Class	
Vehicle Populations		
Total Campaign Population	388	
Next Steps/Notes		
AOMS/SOMS	AOMs - This Service Campaign may generate questions from your dealers.	
<p>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.</p>		

