

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: <b>Service Campaign Launch Notification</b> <b>Update MBUX Control Unit - Navigation</b> <b>MY21-22 A-Class (177 platform), CLA-Class (118 platform), CLS-Class (257 platform), E-Class (213 and 238 platform), GLA-Class, GLB-Class (247 platform), GLC-Class (253 platform), GLE-Class, GLS-Class (167 platform), and GT-Class (290 platform)</b>	DATE: February 4, 2022

## 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



<b>Service Campaign Launch Notification</b>		<b>February 4, 2022</b>
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update MBUX Control Unit - Navigation</b>
<b>2022010008</b>	<b>21P5497301</b>	
<p>This is to notify you of the <b>Service Campaign Launch</b> to update the MBUX control unit software in <b>38,293</b> Model Year (“MY”) 2021-2022 A-Class (177 platform), CLA-Class (118 platform), CLS-Class (257 platform), E-Class (213 and 238 platform), GLA-Class, GLB-Class (247 platform), GLC-Class (253 platform), GLE-Class, GLS-Class (167 platform), and GT-Class (290 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on February 4, 2022.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-22 A-Class (177 platform), CLA-Class (118 platform), CLS-Class (257 platform), E-Class (213 and 238 platform), GLA-Class, GLB-Class (247 platform), GLC-Class (253 platform), GLE-Class, GLS-Class (167 platform), and GT-Class (290 platform) vehicles, the software for the MBUX control unit does not correspond with the latest series production configuration, and subsequently, navigation may not be available.</p>	
<b>What We’re Doing</b>	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the MBUX control unit software.</p>	
<b>Parts</b>	<p><b>The Remedy is available and can be performed as necessary.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021-2022	
<b>Vehicle Models</b>	A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	38,293	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs – This 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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022010008, February 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**  
**Model Year 2021-2022**

## **Update MBUX Control Unit Navigation Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2021-2022 A-Class (177 platform), CLA-Class (118 platform), CLS-Class (257 platform), E-Class (213 and 238 platform), GLA-Class, GLB-Class (247 platform), GLC-Class (253 platform), GLE-Class, GLS-Class (167 platform), and GT-Class (290 platform) vehicles, the software for the MBUX control unit does not correspond with the latest series production configuration. The possibility exists that the navigation may not be available.

Prior to performing this Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 38,293 vehicles are affected.

Order No. P-SC-2022010008

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

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## Update multimedia system (MBUX) control unit software

Model 118; 167; 177; 213; 238; 247; 253; 257; 290

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- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (12/2021)** or higher.
- Before starting the work procedure, install the **current version of all add-ons in XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

**i** If two or more software updates or SCN codings are performed during one workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

### Work Procedure

1. Connect XENTRY Diagnosis.
  2. Update **multimedia system (MBUX)** control unit software.
    - i** To do this, select menu item "Quick test view – **A26/17 MBUX multimedia system (Head unit)** – Adaptations – Control unit update – Updating of control unit software".
    - i** Then follow the user guidance in XENTRY Diagnosis.
  3. Disconnect XENTRY Diagnosis.
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**i** **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.)
54 973 01	02-9334*	Update <b>multimedia system (MBUX)</b> control unit software (with XENTRY Diagnosis connected)	0.1 h
	02-4762**	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1 h
	02-5058**	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h

\* The operation item is to be repeated as often as necessary.

\*\* Operation item may only be invoiced once for each workshop order!

**i** **Note:** *Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*