

# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020110017, December 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLS-Class, E-Class, and GLE-Class (167, 213, 238, and 257 Platform)  
Model Year 2019-2020**

***Update on-board electrical system battery control unit software***

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. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.

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 388 vehicle is affected.

Order No. P-SC-2020110017

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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
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

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**i** Note:

- Use Xentry 6/20 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.

**Procedure**

1. Connect XENTRY Diagnosis.
2. Update on-board electrical system battery control unit software.

**i** To do this, select menu item "Quick test view  **G 1/3-48V on-board electrical system battery**   
Adaptations  Control unit update  Update of control unit software".

**i** 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 on-board electrical system battery control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 903 29 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

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

**i** Note

Operation Number labor times are subject to change