

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 2020060019 Launch Notification](#)
Update AMG Drive Unit Control Unit Software
MY19 205, 213, 290(C-Class, E-Class, GT-Class)

Date: July 10, 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 AMG Drive Unit Control Unit Software
2020060019	19P3592003	
<p>This is to notify you of a Service Campaign launch regarding updating the AMG drive unit control unit Software on 2810 Model Year ("MY") 2019 C-Class, E-Class and GT-Class vehicles. Affected VINs will be flagged in VMI as "OPEN" on July 10, 2020.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY19 C-Class, E-Class, and AMG GT (205, 213, and 290 platform) vehicles, the software for the AMG drive unit control unit does not correspond to the current series production configuration. As a result, noises could emanate from the rear axle differential. An authorized Mercedes-Benz dealer will update the software as necessary.</p>	
What We're Doing	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.</p>	
Parts	<p>Parts are not necessary for this Service Campaign.</p>	
Vehicle Model Year(s)	<p>2019</p>	
Vehicle Model	<p>C-Class, E-Class, GT-Class</p>	
Vehicle Populations		
Total Campaign Population	<p>2810</p>	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs - This Service Campaign may generate questions from your dealers.</p>	
<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. 2020060019, July 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models C-Class, E-Class, and AMG GT (205, 213, 290 platform)
Model Year 2019**

Update AMG drive unit control unit software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY19 C-Class, E-Class, and AMG GT (205, 213, and 290 platform) vehicles, the software for the AMG drive unit control unit does not correspond to the current series production configuration. As a result, noises could emanate from the rear axle differential. An authorized Mercedes-Benz dealer will update the software as necessary.

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 2810 vehicle is affected.

Order No. P-SC-2020060019

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.

i 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.

Procedure

1. Connect XENTRY Diagnosis.
2. Update AMG DRIVE UNIT (AMG DRVU) software.

i To do this, select menu item "Quick test view" → **N145/1- AMG DRIVE UNIT (AMG DRVU)** → 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 N145/1- AMG DRIVE UNIT (AMG DRVU) (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
35 920 03 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