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| 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 2020070003 Launch Notification Update Engine Software Coding (G-Class) | Date: April 9, 2021 |

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



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| Campaign No. : | Campaign Desc. : | Update Engine Software Coding (G-Class) |
| 2020070003 | 19P5490326 | |
| <p>This is to notify you of a Service Campaign Launch Notification regarding an engine software coding update on 96 Model Year ("MY") 2019 G-Class vehicles. Affected VINs will be flagged in VMI as "OPEN" on April 9, 2021.</p> | | |
| Background | | |
| Issue | <p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 AMG G63 (463 platform) vehicles, an engine misfire may be detected due to an engine software coding error. The coding error could cause a deviation in the fuel mixture composition at high engine loads or speeds which may result in a misfire. In the case of excessive misfire detection, the affected cylinder would be deactivated until the next ignition ON/OFF. This would be shown to the driver via a flashing engine indicator lamp.</p> | |
| What We're Doing | <p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the engine control unit software on the affected vehicles.</p> | |
| Parts | <p>Parts are not necessary for this Service Campaign.</p> | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2019 | |
| Vehicle Model | G-Class (AMG G63) | |
| Vehicle Population | | |
| Total Campaign Population | 96 | |
| 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> | | |



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020070003, April 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model AMG G63 (463 platform)**
Model Year 2019

Update Engine Software Coding

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 AMG G63 (463 platform) vehicles, an engine misfire may be detected due to an engine software coding error. The coding error could cause a deviation in the fuel mixture composition at high engine loads or speeds which may result in a misfire. In the case of excessive misfire detection, the affected cylinder would be deactivated until the next ignition ON/OFF. This would be shown to the driver via a flashing engine indicator lamp. An authorized Mercedes-Benz dealer will update the engine control unit software.

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 96 vehicles are affected.

Order No. P-SC-2020070003

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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
Service Campaign Bulletin

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i **Note:**

- Use Xentry 3/20 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.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update engine control unit software.

i To do this, select menu item "Quick test view  N3/10 engine electronics  Adaptations  Control unit update  Update control unit software."

i Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

Warranty Information

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

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 54 903 26 8 | 02-5058 | 0.1 |
| | 02-4762 | 0.1 |
| | 02-9334 | 0.1 |

i **Note**

Operation Number labor times are subject to change