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 2020110018 Launch Notification** **Update PASS Control Unit Software** **MY13-17 117, 156, 166, 172, 190, 204, 205, 207, 212, 217, 218, 222, 231, 242, 253, 292, 463 (B-Class, C-Class, CLA-Class, CLS-Class, E-Class, G-Class, GL-Class, GLA-Class, GLC-Class, GLE-Class, GLK-Class, GLS-Class, GT-Class, M-Class, S-Class, SL-Class, SLK-Class)**	Date: January 8, 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

Campaign No. :	Campaign Desc. :	**Update PASS Control Unit Software**
2020110018	**20P5490430**	

This is to notify you of a Service Campaign launch to update the PASS control unit software on **31,707** Model Year ("MY") 2013-2017 B-Class, C-Class, CLA-Class, CLS-Class, E-Class, G-Class, GL-Class, GLA-Class, GLC-Class, GLE-Class, GLK-Class, GLS-Class, GT-Class, M-Class, S-Class, SL-Class, and SLK-Class (117, 156, 166, 172, 190, 204, 205, 207, 212, 217, 218, 222, 231, 242, 253, 292, and 463 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on **January 8, 2021**.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2013-2017 B-Class, C-Class, CLA-Class, CLS-Class, E-Class, G-Class, GL-Class, GLA-Class, GLC-Class, GLE-Class, GLK-Class, GLS-Class, GT-Class, M-Class, S-Class, SL-Class, and SLK-Class (117, 156, 166, 172, 190, 204, 205, 207, 212, 217, 218, 222, 231, 242, 253, 292, and 463 platform), the software for the PASS control unit does not meet current series production configuration and therefore the possibility exists that a correct GPS position cannot be determined in the control unit for location based services, and an incorrect vehicle position may be displayed. Please note the E-call feature is not impacted by this issue.
What We're Doing	MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will update the PASS control unit software.
Parts	**Parts are not necessary for this Service Campaign.**
Vehicle Model Year(s)	2013-2017
Vehicle Model	B-Class, C-Class, CLA-Class, CLS-Class, E-Class, G-Class, GL-Class, GLA-Class, GLC-Class, GLE-Class, GLK-Class, GLS-Class, GT-Class, M-Class, S-Class, SL-Class, SLK-Class

Vehicle Populations

Total Campaign Population	31,707

Next Steps/Notes

AOMS/SOMS	AOMs – This Service Campaign may generate questions from your dealers.

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.

Campaign No. 2020110018, December 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models Various**
            Model Years 2013-2017

            Update Pass Control Unit Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2013-2017 B-Class, C-Class, CLA-Class, CLS-Class, E-Class, G-Class, GL-Class, GLA-Class, GLC-Class, GLE-Class, GLK-Class, GLS-Class, GT-Class, M-Class, S-Class, SL-Class, and SLK-Class (117, 156, 166, 172, 190, 204, 205, 207, 212, 217, 218, 222, 231, 242, 253, 292, and 463 platform), the software for the PASS control unit does not meet current series production configuration and therefore the possibility exists that a correct GPS position cannot be determined in the control unit for location based services, and an incorrect vehicle position may be displayed. Please note the E-call feature is not impacted by this issue. 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 31,707 vehicle is affected.

Order No. P-SC-2020110018
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.

ⓘ Code 348 corresponds to "EMERGENCY CALL / ASSISTANCE SYSTEM"

ⓘ Code 124K corresponds to "CONTROL CODE TELEAID SERVICE PROVIDER"

ⓘ **Note:**

- Use Xentry 9/20 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 PASS control unit software.

ⓘ To do this, select menu item "Quick test view ➡ *N123/4 mbrace* ➡ Adaptations ➡ Control unit update ➡ Update of control unit software".

ⓘ 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 PASS control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 904 30 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

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

ⓘ **Note**

Operation Number labor times are subject to change