

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 2020110019 Launch Notification](#)
Flash SRS Control Unit EDR Function Software
MY17-18 213, 238 (E-Class)

Date: January 15, 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. :	Flash SRS Control Unit EDR Function Software
2020110019	20P5498916	
<p>This is to notify you of a Service Campaign launch regarding the SRS control unit EDR function software on 80,922 Model Year (“MY”) 2017-2018 213, 238 (E-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on January 15, 2021.</p>		
Background		
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2017-2018 E-Class (213, and 238 platform) vehicles, the supplemental restraint system (“SRS”) control unit software does not correspond to the current production specifications. In this case, some event data recorder (“EDR”) data might not be recorded correctly. No other functions of the SRS control unit are affected.</p>	
What We’re Doing	<p>MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will update the SRS control unit software.</p>	
Parts	<p>Parts are not necessary for this Service Campaign.</p>	
Vehicle Model Year(s)	<p>2017-2018</p>	
Vehicle Model	<p>E-Class</p>	
Vehicle Populations		
Total Campaign Population	<p>80,922</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. 2020110019, January 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models E-Class (213, and 238 Platform)**
Model Years 2017-2018

Flash SRS control Unit EDR Function Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2017-2018 E-Class (213, and 238 platform) vehicles, the supplemental restraint system ("SRS") control unit software does not correspond to the current production specifications. In this case, some event data recorder ("EDR") data might not be recorded correctly. No other functions of the SRS control unit are affected. An authorized Mercedes-Benz dealer will update the SRS 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 80,922 vehicle is affected.

Order No. P-SC-2020110019

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.

Service Campaign Bulletin


Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

i 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 software of Supplemental Restraint System (SRS) control unit.

i To do this, select menu item "Quick test view" ➡ **N2/10 Supplemental Restraint System (SRS)** ➡ Adaptations ➡ Configuration ➡ Manual settings ➡ Check control unit software ➡ Accounting number 54 989 16..

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 software of Supplemental Restraint System (SRS) control unit. (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 989 16 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