

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 2021020001 Launch Notification**
Update SRS Control Unit Software
MY20-21 167 (GLE-Class, GLS-Class)

Date: March 5, 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 SRS Control Unit Software
2021020001	20P5497519	
<p>This is to notify you of a Service Campaign launch regarding updating the supplemental restraint system (“SRS”) control unit software on 17,591 Model Year (“MY”) 2020-2021 167 (GLE-Class, GLS-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on March 5, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2020-2021 GLE-Class and GLS-Class (167 platform) vehicles, the supplemental restraint system (“SRS”) control unit software does not correspond to the current production specifications. All regulatory specifications are nevertheless met and a potential safety relevance can be ruled out.	
What We’re Doing	MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will update the SRS control unit software.	
Parts	Parts are not necessary for this Service Campaign.	
Vehicle Model Year(s)	2020-2021	
Vehicle Model	GLE-Class, GLS-Class	
Vehicle Populations		
Total Campaign Population	17,591	
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. 2021020001, February 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models GLE-Class, GLS-Class (217 platform)**
Model Year 2020-2021

Update Supplemental Restraint System (SRS) control unit software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020-2021 GLE-Class and GLS-Class (167 platform) vehicles, the supplemental restraint system ("SRS") control unit software does not correspond to the current production specifications. All regulatory specifications are nevertheless met and a potential safety relevance can be ruled out. An authorized Mercedes-Benz dealer will update the SRS control unit software.

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 17,591 vehicle is affected.

Order No. P-SC-2021020001

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

i Note:

- Use Xentry 12/20 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 Supplemental Restraint System (SRS) control unit software.

i To do this, select menu item "Quick test view ➡ **N2/10 Supplemental Restraint System (SRS)** ➡ Adaptations ➡ Configuration ➡ Manual Settings ➡ Check control unit software ➡ **Action 1380 2020 0296**".

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

Damage Code	Operation Number	Labor Time (hrs.)
54 975 19 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