

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: <b>Emission Service Campaign 2021060009 Notification Perform Software Update - 48V Battery Management System</b>	DATE: October 12, 2022

## IMPORTANT NEW EMISSION SERVICE CAMPAIGN 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



<b>Emission Service Campaign Notification</b>		October 12, 2022
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Perform Software Update - 48V Battery Management System</b>
2021060009	21P5499625	
<p>This NCU replaces the prior NCU issued on October 7, 2022 and contains clarification on the launch date of the campaign. This is to notify you that software for the 48V Battery Management System for <b>58,546</b> Model Year ("MY") 2021 GLE/GLS-Class, E-Class, E-Class Coupe/Convertible, CLS-Class and AMG GT (167, 213, 238, 257 and 290 platforms) vehicles is currently unavailable until late October 2022. Previous affected VINs that were flagged in VMI will be unflagged on <b>October 13, 2022</b>.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 GLE/GLS-Class, E-Class, E-Class Coupe/Convertible, CLS-Class and AMG GT (167, 213, 238, 257 and 290 platforms) vehicles, the 48V battery management system software might not meet specifications which could potentially result in one or more of the following circumstances:</p> <p>Audible tone, and alternating malfunction warning messages in the instrument cluster for Transmission Malfunction, 48V, 12V, and/or the coolant temperature followed by reduced engine output.</p> <p>The vehicle may not start during initial start-up (ECO start-stop system is not affected).</p> <p>OBD monitoring functionality may not become active for the battery control unit coolant temperature.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct an Emission Service Campaign. An authorized Mercedes-Benz dealer will perform a software update on the 48V battery management system for the affected vehicles. Affected customers will be notified via First Class letter to have the update performed on their vehicle.</p>	
<b>Parts</b>	Parts are not required for this campaign since the remedy is software based	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021	
<b>Vehicle Model</b>	GLE/GLS-Class, E-Class, E-Class Coupe/Convertible, CLS-Class, AMG GT	
<b>Vehicle Population</b>		
<b>Total Campaign Population</b>	58,546	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Approximately two weeks after the posting of this NCU, a letter will be sent to owners notifying them of this emission service campaign. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		

