

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 2021060016 Launch Notification**  
**Update Front and Rear Active Roll Stabilization Control Unit MY21 167 (GLE-Class and GLS-Class)**

Date: July 16, 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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Front and Rear Active Roll Stabilization Control Unit</b>
2021060016	21P5499640	
<p>This is to notify you of a <a href="#">Service Campaign</a> launch regarding updating the software for the front and rear active roll stabilization control unit on <b>2,476</b> Model Year (“MY”) 2021 GLE-Class and GLS-Class (167 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>July 16, 2021</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 GLE-class and GLS-Class (167 platform) vehicles, the front and rear active roll stabilization control unit software does not meet current production specification. A message may be displayed in the instrument cluster shortly after starting the engine stating that a speed greater than 50 mph should not be exceeded.	
<b>What We’re Doing</b>	Mercedes-Benz USA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the front and rear active roll stabilization control unit software.	
<b>Parts</b>	Parts are not necessary for this Service Campaign.	
<b>Vehicle Model Year(s)</b>	2021	
<b>Vehicle Model</b>	GLE-Class and GLS-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	2,476	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	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. 2021060016, July 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-class and GLS-Class (167 platform)**  
**Model year 2021**

## **Update Front and Rear Active Roll Stabilization Control Unit**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 GLE-class and GLS-Class (167 platform) vehicles, the front and rear active roll stabilization control unit software does not meet current production specification. A message may be displayed in the instrument cluster shortly after starting the engine stating that a speed greater than 50 mph should not be exceeded. An authorized Mercedes-Benz dealer will update the front and rear active roll stabilization 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 2,476 vehicles are affected.

Order No. P-SC-2021060016

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

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

Service Campaign Bulletin

## Update front and rear active roll stabilization control unit software













Model 167

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### 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.
  - If XENTRY Diagnosis is already connected to the vehicle, start with **work procedure step 2**.
-  If two or more software updates or SCN codings are performed during one workshop visit, invoice operation items **(02-4762)** and **(02-5058)** *only once per workshop order*.

### Work procedure

1. Connect XENTRY Diagnosis.
2. Update **FRONT** active roll stabilization control unit (roll control) software.
  -  To do this, choose menu item "Quick test view  **A108/2** - Active roll stabilization FRONT (Roll control)  Adaptations  Control unit update  Updating of control unit software".
  -  Then follow the user guidance in XENTRY Diagnosis.
3. Update **REAR** active roll stabilization control unit (roll control) software .
  -  To do this, choose menu item "Quick test view  **A108/3** - Active Roll Stabilization REAR (Roll control)  Adaptations  Control unit update  Updating of control unit software".
  -  Then follow the user guidance in XENTRY Diagnosis.
4. Disconnect XENTRY Diagnosis.

**i** **Note:**

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

**Warranty Information**

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- Operation: (02-9334)** Update active roll stabilization control unit **FRONT** software (XENTRY Diagnosis connected)
  - (02-9334)** Update active roll stabilization control unit **REAR** software (XENTRY Diagnosis connected)
  - (02-4762\*)** Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)
  - (02-5058\*)** Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)

Damage Code	Operation Number	Labor Time (hrs.)
54 996 40	02-9334	0.1
	02-9334	0.1
	02-4762*	0.1
	02-5058*	0.1

\* Invoice operation item only once per workshop order.

**i** **Note**

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.