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| 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 Launch Notification Update SCN coding in the Automatic Air Condition Control Unit MY15-20 205, 222, and 253 (C-Class, GLC-Class, and S-Class) | DATE: December 3, 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



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| Service Campaign Launch Notification | | December 3, 2021 |
| Campaign No. : | Campaign Desc. : | Update SCN Coding in the Automatic Air Condition Control Unit |
| 2021110013 | 21P5498810 | |
| <p>This is to notify you of a Service Campaign launch regarding updating the SCN coding in the automatic air conditioning control unit on 9,715 Model Year ("MY") 2015-2020 C-Class, GLC-Class, and S-Class (205, 222, and 253 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on December 3, 2021.</p> | | |
| Background | | |
| Issue | Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2015-2020 C-Class, GLC-Class, and S-Class (205, 222, and 253 platform) vehicles, the automatic air conditioning control unit software does not meet current production specification. | |
| What We're Doing | MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the automatic air conditioning control unit. | |
| Parts | Parts are not necessary for this Service Campaign. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2015-2020 | |
| Vehicle Model | C-Class, GLC-Class, and S-Class | |
| Vehicle Populations | | |
| Total Campaign Population | 9,715 | |
| Next Steps/Notes | | |
| AOMS/SOMS | AOMs - This 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. 2021110013, December 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, GLC-Class, and S-Class (205, 253, and 222 platform)
Model Year 2015-2020**

Update SCN Coding in the Automatic Air Condition Control Unit

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2015-2020 C-Class, GLC-Class, and S-Class (205, 222, and 253 platform) vehicles, the automatic air conditioning control unit software does not meet current production specification. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the automatic air conditioning control unit.

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 9,715 vehicles are affected.

Order No. P-SC-2021110013

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

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Update SCN Coding in the Automatic Air Condition Control Unit

Model 205, 222 and 253

- i** • Ensure use of **XENTRY Diagnosis version 09/2021** or higher.
 - Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
 - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.
- i** If two or more software updates or SCN codings are performed during one workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Perform SCN coding in the automatic air conditioning (AAC) control unit.
 - i** To do this, select menu item "Quick test view – N22/1 automatic air conditioning (AAC) – Adaptations - Control unit update – Update of SCN coding".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

i **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair.*

Warranty Information

| Damage Code | Operation Number | Description | Labor Time (hrs.) |
|-------------|------------------|---|-------------------|
| 54 988 10 | 02-5058* | Connect/disconnect starter battery charger (with XENTRY Diagnosis connected) | 0.1 |
| | 02-4762* | Connect/disconnect diagnostic system (XENTRY Diagnosis) | 0.1 |
| | 02-9446 | Perform SCN coding in the automatic air conditioning (AAC) control unit (with XENTRY Diagnosis connected) | 0.1 |

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.*