

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 for “Ignition Lock” Control Unit MY21 167 (GLS-Class)	DATE: February 18, 2022

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



Service Campaign Launch Notification		February 18, 2022
Campaign No. :	Campaign Desc. :	Update SCN Coding for “Ignition Lock” Control Unit
2022020003	21P5498302	
This is to notify you of the Service Campaign Launch to update the SCN coding for the “ignition lock” control unit in 29 Model Year (“MY”) 2021 GLS-Class (167 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on February 18, 2022 .		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that in certain MY 2021 GLS-Class (167 platform) vehicles, the SCN coding in the “electronic ignition lock” may not correspond to the current production specification. In rare instances, the vehicle may lock unintentionally while the vehicle key is still within the vehicle.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the SCN coding for the “ignition lock” control unit on the affected vehicles.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	GLS-Class	
Vehicle Populations		
Total Campaign Population	29	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
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.		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022020003, February 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLS-Class (167 platform)**
Model Year 2021

Update SCN Coding for “Ignition Lock” Control Unit

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that in certain MY 2021 GLS-Class (167 platform) vehicles, the SCN coding in the “electronic ignition lock” may not correspond to the current production specification. In rare instances, the vehicle may lock unintentionally while the vehicle key is still within the vehicle. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the SCN coding for the “ignition lock” control unit on the affected vehicles.

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 29 vehicles are affected.

Order No. P-SC-2022020003



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


Service Campaign Bulletin

Update SCN Coding for “Ignition Lock” Control Unit Model 167 Maybach

-  • Ensure use of **XENTRY Diagnosis version 12/2021** or higher.
 - Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
 - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a battery 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**.
-  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 **electronic ignition lock** control unit.
 -  To do this, select menu item "Quick test view – N73 electronic ignition lock(EZS) – Adaptations - Control unit update – Updating of SCN coding".
 -  Then follow the user guidance in XENTRY Diagnosis.
 3. Disconnect XENTRY Diagnosis.
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 **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.)
54 983 02	02-9446	Perform SCN coding in electronic ignition lock control unit (with XENTRY Diagnosis connected)	0.1 h
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1 h
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h

* Operation item may only be invoiced once for each workshop order!

 **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.*