

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 2022100016 Launch Notification</b> <b>Software Update – Water Pump Diagnostics</b>	DATE: November 15, 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>Service Campaign Launch Notification</b>		November 15, 2022
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Software Update – Water Pump Diagnostics</b>
2022100016	22P5499019	
<p>This is to notify you of an <b>Emission Service Campaign</b> to update the software for the water pump diagnostics on <b>16,281</b> Model Year ("MY") 2013-2016 EMC 12 E-Class, EMC 9 GLK-Class, EMC 10 GLE-Class, EMC 11 M-Class (166, 204, 212 platforms) vehicles. The affected vehicles will be visible and flagged in VMI as "OPEN" on <b>November 16 2022</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") 2013-2016 E/GLK/GLE/M-Class vehicles, the software for the water pump diagnostics may not correspond to current specifications. This issue has an extremely low rate of occurrence in the field and has no known emissions or fuel economy impact. However, in the rare instance this issue does occur in a vehicle, it may prevent the vehicle from passing certain state inspection requirements (e.g., California SMOG check).	
<b>What We're Doing</b>	MBUSA will conduct an Emission Service Campaign in which an authorized Mercedes-Benz dealer will update the software for the water pump diagnostics on the affected vehicles.	
<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>	2013-2016	
<b>Vehicle Model</b>	EMC 12 E-Class, EMC 9 GLK-Class, EMC 10 GLE-Class, EMC 11 ML-Class	
<b>Vehicle Population</b>		
<b>Total Campaign Population</b>	16,281	
<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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022100016, November 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**  
**Model Year 2013-2016**  
EMC's 9, 10, 11, 12

## **Software Update – Water Pump Diagnostics**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2013-2016 E/GLK/GLE/M-Class vehicles in EMC's 9, 10, 11 and 12, the software for the water pump diagnostics may not correspond to current specifications. This issue has an extremely low rate of occurrence in the field and has no known emissions or fuel economy impact. However, in the rare instance this issue does occur in a vehicle, it may prevent the vehicle from passing certain state inspection requirements (e.g., California SMOG check). MBUSA will conduct an Emission Service Campaign in which an authorized Mercedes-Benz dealer will update the software for the water pump diagnostics 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 16,281 vehicles are affected.

Order No. P-SC-2022100016

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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## Update engine control unit software

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- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (09/2022)** or higher.
- Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
  - **For EMC 9 MY13-15 GLK please use Add-On 24566 for DVD 09/2022 and 24567 for DVD 06/2022**
- 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**.

**i** If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

## Work Procedure

1. Connect XENTRY Diagnosis.
  2. Update **engine** control unit software.
    - i** **Now** connect the charger to ensure the required battery voltage.
    - i** To do this, select menu item "Quick test view – N3/9 engine electronics for combustion engine – Adaptations – Control unit update – Update of control unit software".
    - i** Then follow the user guidance in XENTRY Diagnosis.
  3. Disconnect XENTRY Diagnosis.
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**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.)
54 990 19	02-9334	Update <b>engine</b> control unit software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

\* Invoice operation item only once for each 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.*

**i** In addition to the campaign, MBUSA will reimburse the customer, if applicable, the costs incurred by the customer associated with late registration fees, SMOG check failure fees, repair fees, etc; prior to the completion of this campaign. Fault code P2603 must have been present in the CDI control unit and validation must be made by the dealer and submitted under damage code 54990 19 as a sublet. Once this campaign has been completed, no further reimbursement requests may be made.

