

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 Left and Right Control Unit Software for Rear Axle Steering MY22-23 SL (232 platform)	DATE: April 6, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		April 6, 2023
Campaign No. :	Campaign Desc. :	Update Left and Right Control Unit Software for Rear Axle Steering
2023030017	22P5496211	
<p>This is to notify you of the Service Campaign Launch to update the left and right control unit software for the rear axle steering in 1,365 Model Year (“MY”) 2022-2023 SL (232 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on April 6, 2023.</p>		
Background		
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that in certain MY 2022-2023 SL (232 platform) vehicles, the software of the left and right rear axle steering control unit does not meet current production specifications. As a result, a rear axle steering fault message might sporadically appear in the instrument cluster during engine start. The vehicle continues to be operational and safe to drive should the message appear.</p>	
What We’re Doing	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the software on the left and right rear axle steering control unit.</p>	
Parts	<p>The remedy is available and can be performed as necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2022-2023	
Vehicle Model	SL	
Vehicle Populations		
Total Campaign Population	1,365	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This campaign may generate questions from your dealers.</p>	
<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. 2023030017, April 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model SL (232 platform)**
Model Year 2022-2023

Update Left and Right Control Unit Software for Rear Axle Steering

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that in certain MY 2022-2023 SL (232 platform) vehicles, the software of the left and right rear axle steering control unit does not meet current production specifications. As a result, a rear axle steering fault message might sporadically appear in the instrument cluster during engine start. The vehicle continues to be operational and safe to drive should the message appear. An authorized Mercedes-Benz dealer will update the software on the left and right rear axle steering control unit.

Prior to performing this Campaign:

- **VMI must 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 1,365 vehicles are affected.

Order No. P-SC-2023030017

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.

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Update software of left and right rear axle steering control units

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure step 2**.
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update right rear axle steering control unit (RAS232R) software.
 - i** To do this, select menu item "Quick test view – N68/10 right rear axle steering control unit (RAS232R) – Adaptations – Control unit update – Updating of control unit software"
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Update software of N68/9 left rear axle steering control unit (RAS232L).
 - i** To do this, select menu item "Quick test view – N68/9 left rear axle steering control unit (RAS232L) – Adaptations – Control unit update – Updating of control unit software".
 - i** 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

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 962 11	02-9334	Update software of left rear axle steering control unit (RAS232L) (with XENTRY Diagnosis connected)	0.1
	02-9334	Update software of right rear axle steering control unit (RAS232R) (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 items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

i **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*