

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>Service Campaign Update Notification</b> <b>Update Powertrain Control Unit Software</b> <b>MY23 GLC (254 platform)</b>	DATE: July 6, 2023

## IMPORTANT SERVICE CAMPAIGN UPDATE

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



<b>Service Campaign Update Notification</b>		July 6, 2023
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update Powertrain Control Unit Software</b>
2023060007	23P5499029	
<p>This is to notify you of an update to the <a href="#">Service Campaign</a> to update the powertrain control unit software in <b>10,988</b> Model Year (“MY”) 2023 GLC (254 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>June 16, 2023</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the powertrain control unit software might not meet current specifications. Under certain conditions, it may not be possible to start the vehicle.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealership will update the powertrain control unit software in the affected vehicles. <b>Customer letters will be mailed out for this campaign on July 14, 2023.</b>	
<b>Parts</b>	<b>The remedy is available and can be performed as necessary.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2023	
<b>Vehicle Model</b>	GLC	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	10,988	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	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. 2023060007, June 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (254 platform)**  
**Model Year 2023**

## **Update Powertrain Control Unit Software**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the powertrain control unit software might not meet current specifications. Under certain conditions, it may not be possible to start the vehicle. An authorized Mercedes-Benz dealership will update the powertrain control unit software in the affected vehicles.

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 10,988 vehicles are affected.

Order No. P-SC-2023060007

# Service Campaign Bulletin

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## Update Powertrain Control Unit Software

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- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
  - 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 **powertrain** control unit (**PTCU**) software.
    - i** To do this, select menu item "Quick test view → N127 'Powertrain' control unit → 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 29	02-9334	Update powertrain 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 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.*