# News Channel Update

# Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers,	FROM: Gregory Gunther, Senior Manager, Vehicle	
Sales Managers, Service Managers, Parts Managers	Compliance and Analysis, Engineering Services	
RE: Service Campaign Launch Notification		
Communication Module Software Update	DATE: January 5, 2024	
MY21 S-Class (223 platform)		

## **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** 

Senior Manager, Vehicle Compliance & Analysis



# Vehicle Compliance & Analysis

Service Campa	aign Launch Not	tification	January 5, 2024				
Campaign No.: Campaign De		Commu	nication Module Software Update				
2023120012	23P5499216	Oomma	moution module contware opuate				
This is to notify you of the Service Campaign Launch to Update the Communication Module Software in 1,579 Model Year ("MY") 2021 S-Class (223 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on January 5, 2024.							
Background							
Issue		d a software update	G"), the manufacturer of Mercedes-Benz vehicles, has e for certain MY 2021 S-Class (223 platform) vehicles te software updates on additional control units.				
What We're Doing		MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the Communication Module software.					
Parts	The ren	medy is available	and can be performed as necessary.				
	V	ehicles Affect	ed				
Vehicle Model Year(s) Vehicle Model							
		S-Class					
	Ve	ehicle Populati	ons				
Total Campaign Populatio	<b>n</b> 1,579	1,579					
	N	ext Steps/No	tes				
Customer Notification Tim	neline Custom	ners will receive an	in-vehicle notification regarding this campaign.				
AOMS/SOMS	AOMs -	- This campaign ma	y 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

Service Campaign Bulletin

## **Service Campaign Bulletin**



Campaign No. 2023120012, January 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model S-Class (223 platform)

Model Year 2021

**Update RAMSES control unit software** 

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has released a software update for certain MY 2021 S-Class (223 platform) vehicles that allows for remote software updates on additional control units in the future.

#### 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 1579 vehicles are affected.

Order No. P-SC-2023120012

### **Update RAMSES control unit software**

<u> </u>	<ul> <li>Always use the latest XENTRY Diagnosis software release with all available add-ons.</li> <li>Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.</li> <li>Use a charger to ensure sufficient power supply of the vehicle's on-board electrical system battery (greater than 12.5 V).</li> <li>If XENTRY Diagnosis is already connected to the vehicle, start with Work Procedure - Step 2.</li> <li>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.</li> </ul>
۷c	ork Procedure
۱.	Connect XENTRY Diagnosis.
2.	Update RAMSES control unit software.
	i To do this, select menu item "Quick test view → N112/2 "Telematics services" communication module → Adaptations → Control unit update → Update of control unit software".
	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	Operation	Description	Labor Time (hrs.)
Code	Number		(
	02-9334	Update <b>RAMSES</b> control unit software (with XENTRY Diagnosis connected)	0.1
54 992 16	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.

**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.