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 MBUX Control Unit Software Update	DATE: February 23, 2024	
MY24-25 CLA, EQB, GLA, GLB, GLE, GLS, and AMG		
GT 4-door (118, 243, 247, 167, and 290 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

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company



News Channel Update

Vehicle Compliance & Analysis

Service Campaign Launch Notification February 23, 2024					
Campaign No. :	Campaign Desc. :	MRUN	Control Unit Software Undete		
2024020004	24P5496349		X Control Unit Software Update		
This is to notify you of the Service Campaign Launch to update MBUX Control Unit software in <u>12,941</u> Model Year ("MY") 2024- 2025 CLA, EQB, GLA, GLB, GLE, GLS, and AMG GT 4-door (118, 243, 247, 167, and 290 platform). The vehicles will be visible and flagged in VMI as "OPEN" on February 23, 2024.					
		Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024-2025 CLA, EQB, GLA, GLB, GLE, GLS, and AMG GT 4-door (118, 243, 247, 167, and 290 platform) vehicles, the MBUX contro unit software might not correspond to current production specifications which may result in the radio being inoperative.				
What We're Doing		MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the MBUX Control Unit software.			
Parts	The		and can be performed as necessary.		
Vehicles Affected					
Vehicle Model Year(s)		2024-2025			
Vehicle Model	CLA	LA, EQB, GLA, GLB, GLE, GLS, and AMG GT 4-door			
		Vehicle Populati	ions		
Total Campaign Populatio	on 12,9	941			
Next Steps/Notes					
Customer Notification Tin	meline Cus	tomer letters will not b	e mailed for this campaign.		
AOMS/SOMS	AON	Vls – This campaign ma	ay 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.

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company



Service Campaign Bulletin



Campaign No. 2024020004, February 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model Various Models Model Year 2024 – 2025

Update MBUX Control Unit Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024-2025 CLA, EQB, GLA, GLB, GLE, GLS, and AMG GT 4-door (118, 243, 247, 167, and 290 platform) vehicles the MBUX control unit software might not correspond to the current production specifications and the radio might be inoperative. An authorized Mercedes-Benz dealer will check and update the MBUX control unit software.

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 12,941 vehicles are affected.

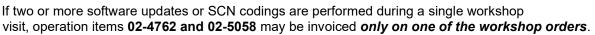
Order No. P-SC-2024020004

Service Campaign Bulletin

Update A26/17 MBUX multimedia system (head unit) control unit software

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.



Work Procedure

|i|

|i|

- 1. Connect XENTRY Diagnosis.
- 2. Update A26/17 MBUX multimedia system (head unit) control unit software.

i To do this, select menu item "Quick test view \rightarrow **A26/17 MBUX multimedia system (head unit)** \rightarrow Adaptations \rightarrow <u>Con</u>trol unit update \rightarrow Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

1 The Digital Operator's Manuals are downloaded automatically via Retail Data Storage to XENTRY Diagnosis to match the affected vehicle.

NOTE: Updated MBUX software should be E330.7 (software object number A297 904 86 00) or newer.

3. Disconnect XENTRY Diagnosis.

iNote: 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.)
	02-9334	Update A26/17 MBUX multimedia system (head unit) 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 items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

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.