TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: **Service Campaign Launch Notification** **MBUX Control Unit Software Update** **MY24-25 CLA, EQB, GLA, GLB, GLE, GLS, and AMG GT 4-door (118, 243, 247, 167, and 290 platform)**	DATE: February 23, 2024

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

Service Campaign Launch Notification	**February 23, 2024**

Campaign No. :	**Campaign Desc. :**	**MBUX Control Unit Software Update**
2024020004	**24P5496349**	

This is to notify you of the Service Campaign Launch to update MBUX Control Unit software in **12,941** 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 control 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 remedy is available and can be performed as necessary.**

Vehicles Affected

Vehicle Model Year(s)	2024-2025
Vehicle Model	CLA, EQB, GLA, GLB, GLE, GLS, and AMG GT 4-door

Vehicle Populations

Total Campaign Population	12,941

Next Steps/Notes

Customer Notification Timeline	Customer letters will not be mailed for this campaign.
AOMS/SOMS	AOMs – This campaign may 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.

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

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

> **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 **A26/17 MBUX multimedia system (head unit)** control unit software.

   i To do this, select menu item "Quick test view → **A26/17 MBUX multimedia system (head unit)** → Adaptations → Control unit update → Update of control unit software".

   i Then follow the user guidance in XENTRY Diagnosis.

   i 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.

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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.)
54 963 49	**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.

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.*