

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 Transmission Control Unit Software MY16-18 463 (G-Class)	DATE: March 20, 2020

IMPORTANT SERVICE CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

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

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification

March 20, 2020

Campaign No. :

Campaign Desc. :

**Update Transmission Control
Unit Software**

2020030010

19P5494202

This is to notify you of the **Service Campaign Launch** to update transmission control unit software in **6,582** Model Year ("MY") 2016-2018 G-Class (463 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **March 20, 2020**.

Background**Issue**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY16-18 G-Class vehicles (463 platform), the transmission software might not meet current production specifications. While in Driving Mode "S" and during a 4-2 downshift at low rpm, the intermediate downshift from 4 to 3 might be sporadically delayed. This could be erroneously interpreted as a stuck clutch plate by the transmission software.

What We're Doing

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the transmission control unit software on the affected vehicles.

Parts

The software is available and can be performed.

Vehicles Affected**Vehicle Model Year(s)**

2016 - 2018

Vehicle Model

G-Class

Vehicle Populations**Total Campaign Population**

6582

Next Steps/Notes**AOMS/SOMS**

AOMs - This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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



Mercedes-Benz

Campaign No. 2020030010, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class vehicles (463 platform)**
Model Year 2016-2018

Update transmission control unit software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2016-2018 G-Class vehicles (463 platform), the transmission software might not meet the current production specifications. While in Driving Mode "S" and during a 4-2 downshift at low rpm, the intermediate downshift from 4 to 3 might be sporadically delayed. This could be erroneously interpreted as a stuck clutch plate by the transmission software. An authorized Mercedes-Benz dealer will update the transmission control unit software on the affected vehicles.

Prior to performing this Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. In addition, always check VMI for any other open campaigns, and perform accordingly.
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 6,582 vehicle is affected.

Order No. P-SC-2020030010

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.

Service Campaign Bulletin


Service Campaign Bulletin

Service Campaign Bulletin

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i Note:

- Use Xentry 09/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update transmission control unit software.

i To do this, select menu item "Quick test view ➡ Drive type ➡ **Y3/8n4 fully integrated transmission control (VGS)** ➡ Adaptations ➡ Control unit update ➡ Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update transmission control unit (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 942 02 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

*Operation item may be invoiced only once for each work order.

i Note

Operation Number labor times are subject to change