

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: Recall Campaign Launch Notification Update Transmission Control Unit Software MY20-23 GLE/GLS (167)	DATE: March 15, 2024

IMPORTANT RECALL CAMPAIGN UPDATE

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			March 15, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Transmission Control Unit Software
2024030007	24V118	24P5494206	
<p>This is to notify you of the Recall Campaign Launch to update the transmission control unit software in 104,851 Model Year (“MY”) 2020-2023 GLE/GLS (167 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on March 15, 2024.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020–2023 GLE/GLS (167 platform) vehicles equipped with the 6-cylinder gasoline engine and 9-speed transmission, the transmission control unit software might not meet current production specifications. If a downshift of the transmission from 7th to 6th gear is not fully completed during a simultaneous slight braking maneuver of the vehicle, and additional conditions exist (e.g. aborted shift operation, low transmission oil temperature, simultaneous recuperation by the 48V starter-alternator), the engine might stall. In that event, the vehicle would lose propulsion which could increase the risk of a crash. When the vehicle comes to a standstill the engine can be restarted. This occurrence does not affect the functionality of the vehicle’s steering and braking systems.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the transmission control unit software on the potentially affected vehicles.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020-2023		
Vehicle Model	GLE/GLS		
Vehicle Populations			
Total Recall Population	104,851		
Total Vehicles in Dealer Inventory	442		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on March 29, 2024.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
Customer Reimbursement	Customer reimbursement is being offered for this campaign.		
<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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024030007, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE/GLS (167 platform)**
Model Year 2020 – 2023

Update Transmission Control Unit Software

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020–2023 GLE/GLS (167 platform) vehicles equipped with the 6-cylinder gasoline engine and 9-speed transmission, the transmission control unit software might not meet current production specifications. If a downshift of the transmission from 7th to 6th gear is not fully completed during a simultaneous slight braking maneuver of the vehicle, and additional conditions exist (e.g. aborted shift operation, low transmission oil temperature, simultaneous recuperation by the 48V starter-alternator), the engine might stall. In that event, the vehicle would lose propulsion which could increase the risk of a crash. When the vehicle comes to a standstill the engine can be restarted. This occurrence does not affect the functionality of the vehicle's steering and braking systems. An authorized Mercedes-Benz dealer will update the transmission control unit software on the potentially 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 104,851 vehicles are affected.

Order No. P-RC-2024030007

Recall Campaign Bulletin

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Update Transmission 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 battery system** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.

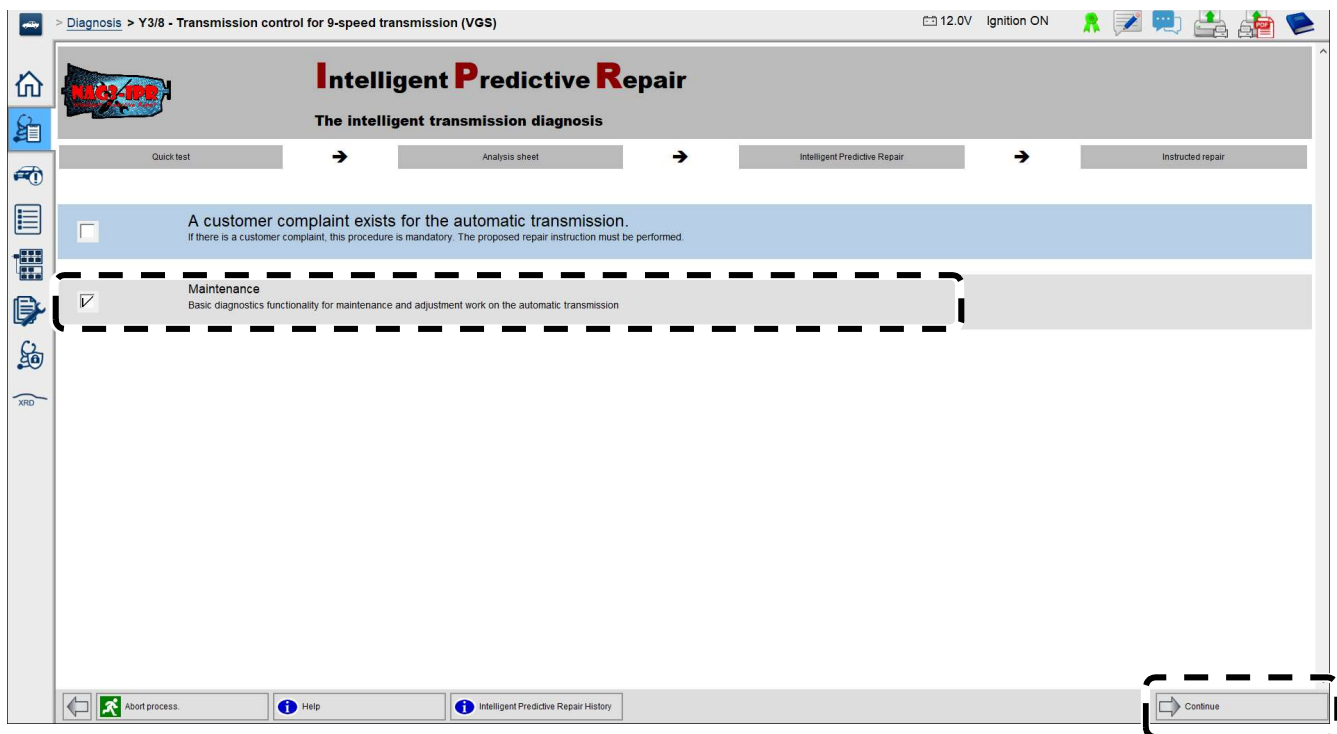
i If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

Work Procedure

1. Connect XENTRY Diagnosis
2. Update **Transmission control unit software for 9-speed transmission (fully integrated transmission control)**.

i To do this, select menu item "Quick test view → Y3/8 - transmission control for 9-speed transmission (fully integrated transmission control) – *Intelligent Predictive Repair – Maintenance* → Adaptations → Control unit update → Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.



Software Update Information

Old Software	New Software
A000 902 3250	A000 902 5179
A000 902 2753	A000 902 5279
A000 902 6256	A000 902 5379
A000 902 8565	A000 902 5479
A000 902 8773	A000 902 5579
A000 902 0578	A000 902 5679

Note: Y3/8 Transmission control unit software for 9-speed transmission (fully integrated transmission control) will be updated to new software based on which old software is installed.

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.)
54 942 06	02-9334	Perform: Update transmission control unit software for 9-speed transmission (fully integrated transmission control) . (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.