



Mercedes-Benz

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# update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Customer One Action 140101- mbrace Service Verification Models 166 (ML), X166 (GL), 207 (E-Coupe), 212 (E), 218 (CLS) 231 (SL). Model Year 2005 - 2011	DATE: February 7, 2014

## IMPORTANT NEW CUSTOMER ONE ACTION

This Customer 1 Action Campaign is being launched today and the 10,147 affected vehicles are flagged in VMI.

### Background

This Customer One Action has been initiated because certain mbrace subscribers were recently contacted by mbrace informing them that they need to have an i-button call performed to ensure their mbrace device has registered with Verizon Telematics systems. If the i-button call failed or if the customer was unable to perform the i-button, the mbrace agent instructed the customer to make an appointment with their dealer to have the issue corrected and/or i-button call performed. The vehicles impacted range from Model Year 2005 - 2012.

### Parts - No parts are required.

Owner Notification - Customer will be notified by mbrace.

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

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 (1-800-367-6372).



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CUSTOMER  
**ONE**

**Action**

**Customer ONE Action**

Date: February 2013  
Action No.: C1A140101  
Group: 82

**SUBJECT: Models 166 (M-Class), X166 (GL-Class), 172 (SLK-Class), 204 (C-Class), 204.9 (GLK-Class), 207 (E-Coupe), 212 (E-Class), 218 (CLS-Class), 231 (SL-Class), Model Year 2005 – 2012  
mbrace Service Verification**

This Customer 1 Action has been initiated because certain mbrace subscribers were recently contacted by mbrace informing them that they need to have an i-button call performed to ensure their mbrace device has registered with the Verizon Telematics systems. If the i-button call failed or if the customer was unable to perform the i-button call, the mbrace agent instructed the customer to make an appointment with their dealer to have the issue corrected and/or i-button call performed. The vehicles impacted range from model year 2005 to 2012.

Prior to performing this Customer 1 Action:  
Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.

## Procedure

1. Press the i-button to perform an i-call:
  - a. If the i-call goes through properly, speak to an agent, ensure that you are speaking with an mbrace representative, and inform the agent you are performing mbrace Customer 1 Action. If the agent can verify your location right away then the mbrace hardware is set up properly: Procedure is complete.
  - b. If the call does not go through properly, then continue with the following steps.
2. If nothing happened at all when you pressed the i-button:
  - a. Perform a 3-button press by pressing and holding the SOS button, wrench button, and i-button simultaneously for: 5-10 seconds. You will hear a Verizon Wireless message indicating "your phone is being programmed".
  - b. If the 3 button press was successful, try an i-call as indicated in step 1.
  - c. If the 3 button press was not successful, repeat step 2. If it fails again, please contact mbrace dealer support (877-826-6319), having the VIN ready, along with the mbrace's Serial Number and MEID. mbrace dealer support will have to assign a new MIN/MDN pair to the MEID
  - d. After a new MIN/MDN is assigned, please try step 2a again. If it fails again, please manually program the MIN and MDN using SDS by performing an initial startup of the mbrace control unit. If manual coding is successful, please try an i-call as indicated in step 1.
3. If a call was made, but there were network errors, or some other error:
  - a. Use Xentry to deactivate the mbrace control unit (mbrace → Adaptations → Deactivate or deprovision).
  - b. While in a diagnostic session, ensure that the phone numbers are set to dial HTI:
    - i. **In DAS:** Control Units → Information and communication → Audio, video, navigation and telematics - Tele aid → Control Unit Adaptations → Telematic Services: Phone Numbers → Hughes HTI.
    - ii. **In Xentry:** Select mbrace → Select the "Adaptations" tab → In the menu item "Teach-in process" select "Coding phone numbers" → Change coding to HTI USA.
  - c. After deprovisioning (deactivating), end the diagnostic session and follow the steps from 2a.
4. If after the above steps you cannot perform a successful i-call, please create a PTSS case to resolve the issue.

## Warranty Information

**Operation:** Connect/disconnect battery charger (02-5058)  
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
 Perform mbrace service verification (02-0001)

Damage Code	Operation Number	Labor Time (hrs.)
21 560 00 8	02-5058	0.1
	02-4762	0.1
	02-0001	0.1



### Note

Operation Number labor times are subject to change.