

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: <b>Service Campaign Launch Notification</b> <b>Retrofit Augmented Reality Camera</b> <b>MY21-22 167, 177, 213, 247, 257, and 290 (A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class)</b>	DATE: February 25, 2022

## IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



<b>Service Campaign Launch Notification</b>		<b>February 25, 2022</b>
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Retrofit Augmented Reality Camera</b>
2022010001	21P0699002	
<p>This is to notify you of the <b>Service Campaign Launch</b> to retrofit the augmented reality camera in <b>1,147</b> Model Year (“MY”) 2021-2022 A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, and 290 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>February 25, 2022</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has produced certain MY 2021-2022 A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, and 290 platform) vehicles without the augmented reality camera (“ARC”), as disclosed at the time of sale to the vehicle purchaser. As a result, the ARC and "Dash-cam" functions are currently not enabled.	
<b>What We’re Doing</b>	MBUSA will conduct a Service Campaign where an authorized Mercedes-Benz dealer will retrofit the augmented reality camera to the vehicle and enable the ARC and “Dash-cam” functions on applicable vehicles.	
<b>Parts</b>	The Remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021-2022	
<b>Vehicle Model</b>	A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	1,147	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs - This campaign may generate questions from your dealers.	
<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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022010001, February 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various models**  
**Model Year 2021-2022**

## **Retrofit augmented reality camera**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has produced certain MY 2021-2022 A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, and 290 platform) vehicles without the augmented reality camera ("ARC"), as disclosed at the time of sale to the vehicle purchaser. As a result, the ARC and "Dash-cam" functions are currently not enabled. MBUSA will conduct a Service Campaign where an authorized Mercedes-Benz dealer will retrofit the augmented reality camera to the vehicle and enable the ARC and "Dash-cam" functions on applicable 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. 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 1,147 vehicles are affected.

Order No. P-SC-2022010001

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

# Service Campaign Bulletin

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**Retrofit augmented reality camera (AR)**

Model 118, 167, 177, 213, 238, 243, 247, 253, 257, 290, 293

- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (06/2021)** or higher.
- Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

**i** If two or more software updates or SCN codings are performed during one workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

**Work Procedure**

1. Retrofit augmented reality (AR) camera.

**i** For basic data, see (**AR54.30-P-0004\***).

**i** \* Select the WIS document according to the vehicle model.

**i** Carry out commissioning **only via** a LAN cable between XENTRY Diagnosis and the vehicle.

2. Connect XENTRY Diagnosis.

3. Calibrate **augmented reality camera (KAR)** control unit.

**i** To do this, select menu item "Quick test view – B84/14 augmented reality camera (KAR) - Adaptations – Teach-in processes – Retrofitting of control unit "augmented reality camera (KAR)" Service measure".

**i** Then follow the user guidance in XENTRY Diagnosis.

4. Disconnect XENTRY Diagnosis.

**Primary Parts Information**

Qty.	Part Name	Part Number
1	Parts kit augmented reality camera	A 177 900 38 12

**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.)
06 990 02	02-0714	Retrofit augmented reality camera <b>Includes:</b> Perform commissioning	0.5 h
	02-4762*	Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1 h
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h

\* Operation item may only be invoiced once for each workshop order!

**i** **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.