

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 HERMES Control Unit</b> <b>MY21-22 Various Models</b>	DATE: April 29, 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>April 29, 2022</b>
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Retrofit HERMES Control Unit</b>
2022030017	22P0699001	
<p>This is to notify you of the <b>Service Campaign Launch</b> to retrofit the HERMES control unit in <b>17,546</b> Model Year (“MY”) 2021-2022 CLA-Class, A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class (118, 177, 213, 238, 247, 253, and 257 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>April 29, 2022</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that certain MY 2021-2022 CLA-Class, A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, and (118, 177, 213, 238, 247, 253, and 257 platform) vehicles were manufactured without the HERMES control unit, as disclosed to the vehicle purchaser at the time of sale. As a result, the Mercedes Me Connect services including the emergency call (“eCall”) function are currently not available.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will retrofit the HERMES control unit to the vehicle and enable the Mercedes Me Connect functions on applicable vehicles.	
<b>Parts</b>	The Remedy is available and can be performed as necessary. Parts will be VOR Only.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021-2022	
<b>Vehicle Model</b>	CLA-Class, A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	17,546	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs – This campaign may generate questions from your dealers.	
<b>Customer Notification Timeline</b>	Customer letters will be mailed on approximately May 20, 2022.	
<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. 2022030017, April 2022

TO: ALL MERCEDES-BENZ CENTERS

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

**Retrofit HERMES Control Unit**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021-2022 CLA-Class, A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, and GLE-Class (118, 177, 213, 238, 247, 253, and 257 platform) vehicles, without the HERMES control unit, as disclosed at the time of sale to the vehicle purchaser. As a result, the Mercedes Me Connect services including the emergency call ("eCall") function are currently not available. An authorized Mercedes-Benz dealer will retrofit the HERMES control unit to the vehicle and enable the Mercedes Me Connect 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 17,546 vehicles are affected.

Order No. P-SC-2022030017

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

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## Retrofit HERMES control unit

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- i** • Code 1B4 corresponds to COMMUNICATION MODULE, NORTH AMERICA VERSION.
- i** • Ensure use of **XENTRY Diagnosis version 09/2021** with **add-on 20157** or higher **XENTRY Diagnosis version**.
- 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 battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- i** If two or more software updates or SCN codings are performed during a workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

### Work Procedure

1. Retrofit HERMES control unit.
  - i** For basic data, see AR82.95-P-0019MFA for model 118, 177 and 247.
  - i** For basic data, see AR82.95-P-0019LWE for model 213 and 238.
  - i** For basic data, see AR82.95-P-0019LWX for model 253.
  - i** For basic data, see AR82.95-P-0019FR for model 257.
  - i** Work procedure is identical to "Replace HERMES control unit".
  - i** The **old** control unit can be disposed of.
2. Connect XENTRY Diagnosis **with** USB cable.
3. Perform commissioning in **control unit for telematics services (HERMES)**.
  - i** To do this, select menu item "Quick test view – N112/9 control unit for telematics services (HERMES) – Adaptations - Teach-in processes – Retrofitting of control unit 'N112/9 control unit for telematics services (HERMES)'".
  - i** Then follow the user guidance in XENTRY Diagnosis.
  - i** Several control units will be coded!
  - i** Clear out fault code memory after coding.
4. Disconnect XENTRY Diagnosis.
5. Remove masking sticker from SOS button of overhead control panel (figure 1).



## Figure 1

### 6. Perform function test.

- 6.1. Switch ignition to position 1. To do so, press start button once ***without*** touching the brake pedal.
- 6.2. Set head unit to radio menu and check whether SOS NOT READY appears (figure 2).
- 6.3. Switch ignition to position 2. To do so, press start button a second time ***without*** touching the brake pedal.
- 6.4. Check whether SOS NOT READY subsequently goes out automatically (figure 2).

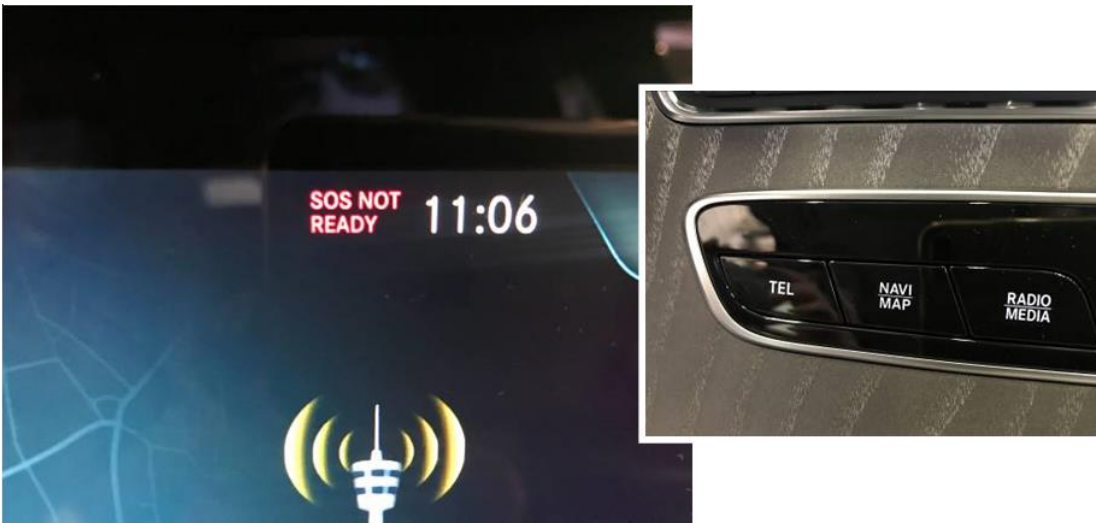


Figure 2

- 7. Remove supplement booklet "Notes on vehicles without communication module" (A 000 584 50 15) if present.
- 8. Activate Mercedes me connect services if the vehicle is customer owned.
  - i** It is recommended the Mercedes me connect services should be activated by the sales department using the Mmc Activation Best Practices. A separate NCU communication will be sent to the Sales Department informing them about the benefits of activating services.

**Primary Parts Information**

Qty.	Part Name	Part Number
As required (1)	HERMES control unit, NAFTA (code 1B4)	A 238 900 91 01

**i** Small parts such as screws/bolts, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

**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 01	02-0399	Retrofit HERMES control unit <b>Includes:</b> Perform commissioning <b>Model 118, 177, 247 and 257</b>	0.7
	02-0399	Retrofit HERMES control unit <b>Includes:</b> Perform commissioning <b>Model 213 and 238</b>	0.8
	02-0399	Retrofit HERMES control unit <b>Includes:</b> Perform commissioning <b>Model 253</b>	0.9
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

\* 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.*