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service

# newschannel update

**SB-10058543-3146**

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: Service Campaign 2015070001 -Update ESP Control Module Software. Model 190. Model Year 2016	DATE: July 17, 2015

## IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

**This Service Campaign is being launched today and the 668 affected vehicles will be flagged in VMI.**

**Parts** - No parts are required. Software update rate is 100%. Use DAS/Xentry 07-08/15 with all associated patches or higher.

**Owner Notification** - As this is a voluntary customer care initiative, **no customer letter will be mailed.**

### What's the Issue:

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the software in the ESP control module may not meet current production configuration. To correct this condition an authorized Mercedes-Benz dealer will update the ESP Control Module software at the next dealer visit.

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, Mercedes-Benz USA, LLC 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).

# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2015070001, July 2015

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 190, Model Year 2016**  
**Update ESP Control Module Software**

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the software in the ESP Control Module may not meet current production configuration. To correct this condition an authorized Mercedes-Benz dealer will update the ESP Control Module software at the next dealer visit.

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 668 vehicles are affected.

Order No. P-SC-2015070001

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

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## Procedure

### Note:

- Use DAS/Xentry 07-08/15 with all associated patches or higher.
- Follow the steps exactly as described in DAS/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. Please refer to the "pre-call" check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Update ESP control module software: Quick test view / ESP® Electronic Stability Program / Control unit adaptations / Control unit programming.
2. Follow on-screen instructions.

### Note:

The following allowable labor operation should be used when submitting a warranty claim.

### Warranty Information

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Update ESP control module software (02-9137).

Damage Code	Operation Number	Labor Time (hrs.)
42 960 32 8	02-5058	0.1
	02-4762	0.1
	02-9137	0.1

### Note

Operation Number labor times are subject to change.