



Mercedes-Benz

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SERVICE

newschannel 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: Service Campaign 2014050009 – Update COMAND Software, MY 2015 S-Class (222)	DATE: June 27, 2014

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 2,109 affected vehicles will be flagged in VMI.

Parts – No parts are required. Software update rate is 100%. Use Xentry /DAS version 05-06/2014 with add-on 3667 and 3677 or higher.

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

Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the COMAND control module system does not correspond to current production configuration. An authorized Mercedes-Benz dealer will update the transmission and engine control module software at the next workshop 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).



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