



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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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: <b>Service Campaign 2013010005 – Model 231. Model Year 2013. Replace Left &amp; Right Seals of the Vario roof front section</b>	DATE: March 22, 2013

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 235 affected vehicles will be flagged in VMI.**

### Background

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the left and right seals of the Vario roof front section may not be to specification. An authorized Mercedes-Benz dealer will replace the left and right seals of the Vario roof front section at the next workshop service.

**Parts - Dealer may order parts as required. Vario roof seal replacement rate is 100%.**

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

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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# Service Campaign Bulletin

Campaign No. 2013030001, March 2013

**TO:** ALL MERCEDES-BENZ CENTERS

**SUBJECT:** **Model 166 Model Year 2012**  
**Update Transmission Control Module Software**

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles has determined that the transmission control module software does not correspond to current production configuration. An authorized Mercedes-Benz dealer will update the transmission control module software at the next workshop 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 76 vehicles are affected.

Order No. T-SC-2013030001

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 01/13 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.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Connect Xentry/DAS.
2. Update transmission control module:  
Control units / VGS - Fully integrated transmission control (Y3/8n4) / Control unit adaptations / Control unit programming.
3. Follow on-screen instructions.

**Note:**

After software update the new control module software version might be: 0009025707\_001.

**Note:**

The following allowable labor operation should be used when submitting a warranty claim for this repair:

**Warranty Information**

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Update transmission control module software (02-8025)

Damage Code	Operation Number	Labor Time (hrs.)
54 942 47 8	02-5058	0.1
	02-4762	0.1
	02-8025	0.1

**Note**

Operation Number labor times are subject to change.