



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 2013090002 – Models 166, X166, 212, 221, MY 2013 Update Engine Control Module Software	DATE: November 5, 2013

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 11,715 affected vehicles will be flagged in VMI.**

**Parts – No Parts are required. Software update rate is 100%.** Use DAS/Xentry 09/10-13 with add-on 3170 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 engine control module software does not correspond to current production configuration. An authorized Mercedes-Benz dealer will update the 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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# Service Campaign Bulletin

Campaign No. 2013090002, November 2013

**TO:** ALL MERCEDES-BENZ CENTERS

**SUBJECT: Models 166, X166, 212, 221, Model Year 2013**  
**Update Engine Control Module Software**

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the engine control module software does not correspond to current production configuration. An authorized Mercedes-Benz dealer will update the engine 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 11,715 vehicles are affected.

Order No. S-SC- 2013090002

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.

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## Procedure

### Note:

- Use DAS/Xentry 09/10-13 with add-on 3170 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 engine control unit software:  
Control units / Drive / CDI control unit / Control unit adaptations / Control unit programming.
2. Follow on-screen instructions.

### Note:

Please verify CDI software number change after performing the software update.

## Warranty Information

**Operation:** Connect/disconnect battery charger (02-5058)  
Star Diagnosis System (SDS), Connect/disconnect (02-4762)  
Update engine control module software (with DAS connected) (02-8241)

Damage Code	Operation Number	Labor Time (hrs.)
54 955 38 8	02-5058	0.1
	02-4762	0.1
	02-8241	0.1

### Note

Operation Number labor times are subject to change.