# **Recall Campaign Bulletin**



Campaign No. 2023110006, May 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Various Models Model Year 2019 – 2022

<u>Recall Campaign Bulletin</u>

Recall Campaign Bulletin

#### SIM Card Communication Module – Wave 1

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019-2022 A-class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GLE/GLS, AMG GT 4-door, and S-Class vehicles (177, 205, 118, 257, 213, 238, 463, 247, 253, 167, 290, 217, 222 platform), the communication module's SIM card software might inadvertently become disabled. Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, both the manual and automatic eCall functions would not be available, which could preclude or delay the arrival of emergency responders. This could increase the risk of an injury following an emergency event. An authorized Mercedes-Benz dealer will update the communication module SIM card software and replace the communication module, if necessary, in affected 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 2,000 vehicles are affected.

Order No. P-RC-2023110006

# Recall Campaign Bulletin

#### SIM Card Communication Module – Wave 1

- **i** Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
  - 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).
  - If XENTRY Diagnosis is already connected to the vehicle, start with Check/Test Procedure Step 2.

**i** If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

#### Check/Test Procedure

- 1. Connect XENTRY Diagnosis.
- 2. Check data of SIM card in HERMES control unit (N112/9) with XENTRY Diagnosis (Figure 1).

**i** To do this, select menu item "Quick test view  $\rightarrow$  N112/9 'telematics services' (HERMES) communication module  $\rightarrow$  Actual values  $\rightarrow$  Activation status".

**i** In the event of a communication failure between XENTRY Diagnosis and the HERMES control unit (N112/9), disconnect/connect the ground line of the on-board electrical system battery ("hard reset"). If the problem persists, carry out **Work Procedures 3 and 4**.

**i** For basic information, see:

Models 205, 213, 253:	AR54.10-P-0003LW
Model 238:	AR54.10-P-0003LWO
Models 257, 290:	AR54.10-P-0003FR
Models 118, 177, 247:	AR54.10-P-0003MFA
Models 117, 156:	AR54.10-P-0003NKB
Models 166, 292:	AR54.10-P-0003GZ
Model 167:	AR54.10-P-0003ME
Model 172:	AR54.10-P-0003W
Model 190:	AR54.10-P-0003RG
Models 217, 222:	AR54.10-P-0003LF
Model 231:	AR54.10-P-0003RK
Model 293:	AR54.10-P-0003EQ
Model 463:	AR54.10-P-0003PV AR54.10-P-0003XG

> Diagnosis > N112/9 - Control unit for	telem	atics serv	ices (HERMES)	12.0V Ignition	ON 📝 🕌	a 🛵 🦻
Version Error codes / Events Actual values Ac	tuations	Adaptation	Control unit log List of fault codes	Tests Author data		
Selection	Act	tivation s	atus			
Power supply / Environmental	^ Aci	tual value				
data Buttons		No.	Name		Actual value	Specified value
Wheel positions						Authorization certificate VALIE
GPS data		638	VIN stored in control uni	t		
Cellular telephone system and		985	EUICC		12345678901234 56789012345678	
Activation status	(Second)	040	10015		9012	-
a relemane services		819	ICCID		FFFFFFFFFFFFF	i
>>> Entwicklungsdaten		<sup>638</sup> 1	IMEI		12345678901234 56	
		072	IMSI		FFFFFFFFFFFFF	-
		004	TELNR		12345678901234 5	

#### Figure 1

# Work Procedure 1

1. Carry out commissioning of HERMES control unit (N112/9) with diagnostic system.

[i] To do this, select menu item "Quick test view  $\rightarrow$  N112/9 'Telematics services' (HERMES) communication module  $\rightarrow$  Adaptations  $\rightarrow$  Commissioning  $\rightarrow$  Commissioning of already installed control unit".

**i** Then follow the user guidance in XENTRY Diagnosis.

#### 2. Ensure that the vehicle has sufficient mobile reception (Figure 2).

**i** To do this, select menu item "Quick test view  $\rightarrow$  N112/9 'telematics services' (HERMES) communication module  $\rightarrow$  Actual values  $\rightarrow$  Cellular telephone system and data communication".

Li Then follow the user guidance in XENTRY Diagnosis.

**i** The current actual value of the "Reception field strength Cellular telephone system" **must be 80%** or above **(Figure 2)**.

**i** If the current actual value of the "Reception field strength Cellular telephone system" is **below 80%**, **position the vehicle outside** to improve mobile reception. The poorer mobile reception is, the higher the probability that the over-the-air (OTA) update of the SIM card data in the HERMES control unit (N112/9) will not be successful.

	ENTRY Diagnosis				845.5 F		(	Mercedes-Bei	nz – 🗆 ×	¢.
-	> Diagnosis > N112/9 - Control unit for	telem	atics servi	ces (HERME	S)	ē 12.0	0V Ignition	on 📝 🛓	🖢 🍰 🛸	4
	Version Error codes / Events Actual values Act	uations	Adaptations	Control unit log	List of fault codes	Tests	Author data			
谕	Selection	Ce	llular telep	hone system	and data com	munica	itions			
	Power supply / Environmental	^ Act	tual values							
2	data Buttons		No.	Name				Actual value	Specified value	
	Wheel positions		175	Type of I	mobile telephone	servic	e	NO RECEPTION		^
-	GPS data		026	Reception system	on field strength (	Cellular	telephone	80%		
_	Cellular telephone system and		254	SIM card						
E	data communications									
_	Telematic services									
•	>>> Entwicklungsdaten									
	Linningotation									
Ð										
Figure	2									

Continue with Work Procedure 2 (update data of SIM card in HERMES control unit (N112/9) OTA).
 Ignition must be switched on and battery maintainer must be used during the OTA process.

#### Work Procedure 2

1. Log in to "NetStar" and call up the Vehicle Master Inquiry (VMI) screen (Figure 3).

N	NetStar	NEWS V Search News Articles and Microsites	Q	NetStar contains confidential information	•	% ▲
-	SERVICE / VEHICLE INF	DRMATION				
	MULTIPLE VIN'S VIN	ANN Last 7 or 14, 17 character VIN/FIN FIND CLEAR	PRINT			RADIOCODE LOOKUP
×						
Let.						
Fig	gure 3					

2. Search for the vehicle identification number (VIN) (Figure 4).

**i** The **"OTA Update"** link becomes visible in the campaign table (next to Campaign Number 2023110006) in the VMI screen when the campaign is open for the selected vehicle.

MULTIPLE VIN'S VIN/TIN								
MOLTIPLE THES	Last 7 or 14, 17 character VIN/FIN	FIND CLEAR PRINT						RADIOCODE LOO
		ALERTS ()						
	- 0	UPRITTER VEHICLE     Vehicle has HERMES module, but Mercedes	PRO connect is not active, check if customer wants	senices.				
	B-419 KA 4X2 36	Open Campaign 2021030012 - VS3ORTUNKI						
VIN WD4PF0CD2KT003937	FIN WD49076431T003937 ENGINE # 64289942226940	A A						
Upholstery VF7-Fabric Black	Transmission # 72290210880116	CAMPAIGNS	VIHICLE CAMPAION STATUS					
Paint 769-Dark Grey	Tire Brand	Campaign Number	Brief Description	Start Date	Status	Campaign Type	Actions	
WARRANTY & SALE Warranty Start 4/29/2019	SALE PRODUCTION INFO	2019120007	VS3KRAFMOD	12/19/2019	CLOSED	RECALL	Campaign Details	
Retail Date 4/29/2019	Radio Serial #	2020020011	USVS3LIMIT	2/13/2020	CLOSED	SERVICE	Campaign Details	
Selling Dealer 17114	Radio Code	2020030012	VS3FLABIND	4/9/2020	CLOSED	RECALL	Campaign Details	
REMOTE DIAGNOSTICS TEST	CHEATE CASE	2020030013	VS3SCHLENK	4/15/2020	CLOSED	RECALL	Campaign Details	
Option Codes 🕕	E-PDI 🗭	2020040019	VS3BAUTOP	5/18/2020	CLOSED	RECALL	Campaign Details	
PTSS Info 🗓 TIPS 🚰	Guides / Manuals 🕑 Service Walk Around Form 🧭	2020040023	VS3BRADVER	5/19/2020	CLOSED	RECALL	Campaign Details	
Service Sheets 🕑	Multi Point Inspection Form	2020080012	VS3ZKUSRS	9/11/2020	CLOSED	SERVICE	Campaign Details	
Service Bulletin 🕜	Electronic Test Data 3	2021020024	PDGHERMPOS	7/30/2021	CLOSED	RECALL	Campaign Details	
	Available Accessories 🗷	2021030012	VS3ORTUNKI	3/17/2021	OPEN	SERVICE	Campaign Details (DTA Update	
		2021050005	V\$3BREBOL	6/4/2021	OPEN	RECALL	Campaign Details   OTA Update	

Figure 4 – In the "Actions" column, "OTA Update" is available, listed next to Campaign Number 2023110006

3. Click on the "OTA update" link (Figure 4).

i A pop-up window requesting an EID number for the OTA update will appear (Figure 5).

SEP-CE VEHICLE INFORM	stick							
		Trank care	PRINT					
5								
		0 CRITIENSICA 0 rendensis-tRints module but	renadas FRG connectis non àctive check filux	erer sens sevos				
VIII WD4970CD2KT003W37 2		Coer Campage 2121050012-VS						
senate Scelle B-NDRMAL Uphottory VET Fabric Black	2110/102 + 64220042223048 Transmission + 72290215880110	CAMPAIGNS	MBUSA SIM Card Updat	e Campaign Interface 2021030012				
Rever 788-Dark Grey		Campaign Number		vehicle is running and in good network e XENTRY Aftersales Portal to look up ti		Campaign Type	Actions	
WARRANTY & SALE	PRODUCTION INFO		Find EID in Control	Tab > HERMES. The EID is 2 parts.		RECALL		
Facul Dava 4/28/2018	Radio Senal #		submit the Over Ti	opy and paste both parts (32 digits tota te Air Update, esponse within the next 10 minutes,	() without speces then	SERVICE		
Severy Dealer 17114	Radia Code		You should see an	esponse wichin the next 10 minutes.		RECALL		
			EID:			RECALL		
Option Codes	8-P01 /*	2020040019	This field can't be bla Status: NOT STARTED	pk.		RECALL		
PTSS into 😳	Galdes / Manuals C					RECALL		
TIPS 2	Service Walk Around Form 2 Multi Point Inspection Form 2	2020080012				SERVICE		
Service Bulletin	Dectronic Test Data 🕄	3821030034				RECALL		
	Available Accessories	3021030012			CLOSE SUBUIT	SERVICE		
		2021050005	VSIBREBOL	6/4/2025	OPEN	RECALL		
		2022010005	VS3PA27ER			RECALL		

#### Figure 5

4. Look up the valid EID number for the vehicle in "Vehicle Documentation" (VeDoc).

1	l To do this,	enter the VIN,	"Search",	select "Control	units",	, and click on	"Hermes -	<ul> <li>control unit"</li> </ul>	(Figure 6).
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EHICLE DATA												PROD 23.5.5	日四	$\square 0$
hicle identification no. (FIN) WDC253		Vehicle iden	tification no. (FIN or	VIN) ~										
hicle identification no. (VIN) WDC0G!	Search					Q Search 🛛 🗸								
Identification Major assemblies C	odes SAA numbers	VPD and serial	no. Control u	nits Theft-	elevant data	Navigation	FO texts History	Sales data	Certification	N	lodel pl	ate Equipment	Plant texts	
+ Add control unit	eset sorting		-											
Designation		Model	Diogenes name	Short des.	ID code	Version	Hardware object r	Cal ID CVN	Flash	SCN	r Servi	Serial number		
Hermes - Controlunit		VPDPAR	HERMES	HERMES			167 901 85 02		52	52		1679004912000		91
rung Master		VPDPAR	HLI_FL247	LRL			247 901 83 02		Z	V		2479018402000		91
LWR-S Leuchtweitenregulierung Slave		VPDPAR	HLI_FR247	LRR			247 901 84 02			V		2479018302000		90
HU Head Unit		HEAD UNIT	HU6	HU			253 901 77 01				V	HBM267K75850		0
KLA-V Klimabedieneinheit vorne			HVAC222	KLA			000 901 96 06	F0E76809	V	V	Z	3030303030303		0
KI Kombiinstrument			IC213	КІ			205 901 00 21			$\square$		2059010021009		0
RDU-S5 RDU-Sensor 5			IMRR177_R1	BSMR1			000 901 03 08			V		0009010308000		0
DDIT CO DDIT Conner 0			IMDD177 D2	DOMD3			000 001 02 09		57	[7]		0000010200000		1
CERTIFICATE CHAINS														
Secure onboard ommunication certificate chain Electronic drive line management certificate chain														
Electronic drive line management public key														
SOFTWARE AND COMPONENTS OF THE S							+ Add compon	ent						
Object number A	ZGS 💦	SCN		E Fa	ictory SCN	B	Alias A	Designation				Identification	/serial number	
000 902 02 44		247000		247	902		CID4	Embedded UICC-ID	David 4			89033024208	1009635000000	-
000 902 02 44	世	247902		241	502		EID1	Linbedded 01004D	Part I			03033024200	1000025000000	団

### Figure 6

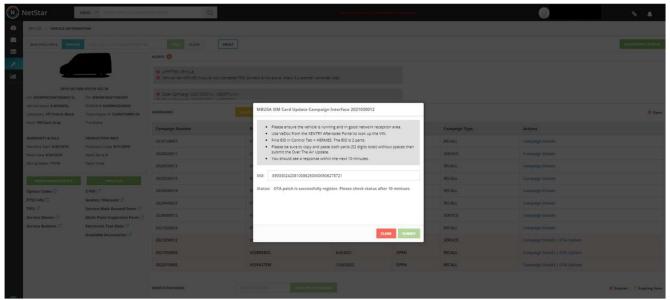
5. Enter the valid EID number and click on "Submit" (Figure 7).

**i** To do this, enter the **EID1 + EID2** numbers from VeDoc **without spaces or special characters** as shown. (e.g.: 89033024208100862500000069027456 – **EXAMPLE ONLY**).

letStar	NEWS - The Constant of States	Q.					•	
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Constant W2 Falling Black	Andone + second comments Theraperconst # 72290210888114	CAMPARIE	MBUSA SIM Card Update	Campaign Interface 2021030012				
Ters 201 Dark Grey		Comparing Number		hicle is running and in good network KENTRY Aftersales Portal to look up t		Campeter Type	Actions	
WARRANTY & BALE	PRODUCTION INFO		Find BID in Control 1	ab > HERMES. The EID is 2 parts.		RECALL		
Name: Data A/20/2019	Auto Serve #		submit the Over The	oy and paste both parts (32 digits tota Air Update. ponse within the next 10 minutes.	) without spaces then			
Saling Dadar 17814	1004-5204		• 100 \$1000 SET # 15	portal within the next to minutes.	_	RECALL		
			EID: 8903302420810086	50000069027456		RECALL		
Option Cades 🗊	140(02		Status: NOT STARTED			RECALL		
PESS INFO	Suntra / Merculty / 7		7			RECALL		
Service Sheets	Service Welk Around Form 27 Multi Point Impection Form 27							
Service Bullette 🕈	Electronic Test Data 18	2021020034			CLOSE SUBMIT	PECALL		
	Australia Accessories of	2821050012	×		ACCOUNT OF A	SERVICE		
		2021050005	VERBER DOL	44(2021	OPEN	RECALL		

Figure 7 – EID1 + EID2 input

**i** After you click "Submit", the following screens can be displayed depending on the results of the OTA Update: (Figures 8, 9, 10 11, and 12).



**Figure 8** (screen on "NetStar" after the OTA update has been registered successfully) Status: OTA patch is successfully registered. Please check status after 10 minutes

NetStar	NEMS + Received and Received and	niterran Q		فسيسوي ملاجعة	Minada Deleniana a			% <b>≜</b>
20 SERVICE - VEHICLE INFORM	ATION							
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		ALERTE O						
	_	0 carmanencu 0 venceres davids modue sur Ve	raepes 740 connect a natientive, meni fizza	amer official services				
the state of the state of the state	419 419 XA 4X2 28	Conf Group 2121250/12-1550						
Vin WO4PPOCO287803937 E) Service Stock 6-NDRMAL Sciences y VF7-Faired Black	71, WD490764317083837 (NG21) + 64209942220840 7144921486118	CAMPAIGN		te Campaign Interface 2021030012				E Opt
Fairt 789 Dark Grey		Campaign Number		vehicle is running and in good network ru		Campaign Type	Actions	
WARRANTY & SALE	PRODUCTION INFO Productor Des 4/11/2019		Find EID in Contro	te XENTRY Aftersales Portal to look up the Tab > HERMES. The EID is 2 parts.		RECALL		
Facal Case 4/29/2019	Radio Senai e	2020020011	submit the Over T	copy and paste both parts (32 digits total) he Air Update. response within the next 10 minutes.	without spaces then			
Selling Dealer 17114	Redu Code					RECALL		
Second aspective and			EID: 890330242081000	962500000506278721		RECALL		
Option Codes	8-PD117		Status: STARTED			RECALL		
PTSS Into T	Guides / Manuals	20200-40023	*			RECALL		
Service Sheets	Multi Paint Inspection Form	2020080012				SERVICE		
Service Bulletin S	Electronic Test Data	20210.20024			CLOSE SUBART	RECALL		
	Available Accessories	2021030012			tion forther	SERVICE		
		2021050005	VSIBREBOL	6/4/2021	OPEN	RECALL		
		2022010005	VS3PA27ER	1/26/2022	OPEN	RECALL	Campaign Details ( DTA update	

Figure 9 (screen on "NetStar" if "OTA update" is clicked again during the OTA update process) Status: Started

MULTIPLE VIN'S VINOTIT		CLEAR PRINT						
		ALERTS  O LOATTER VEHICLE O VEHICE HETHES MODULE DUS MErcedo	es FRD connect is not active, check if customer	vanta ser voes				
	VMB-AM2CA46	Open Campaign 2021030012 - V\$50RTUP						
Upholstery VF7-Fabric Black	EVGINE = 64280942220940 Transmission = 72280210880116	CAMPAGES	MBUSA SIM Card Update Ca	mpaign Interface 2021030012				
Pains 769-Dark Grey	Tire Brand	Campaign Number		le is running and in good network reception a NTRY Aftersales Portal to look up the VIN.	ea.	Campaign Type	Actions	
WARRANTY & SALE Warranty Start 4/29/2019	PRODUCTION INFO Production Date 4/11/2019	2019120007	Find EID in Control Tab	> HERMES. The EID is 2 parts. and paste both parts (32 digits total) without s	hares then	RECALL		
Retail Date 4/29/2019	Recto Sectel A	2020020011	submit the Over The Air			SERVICE		
Selling Desler 17114	Radio Code	2020030012	v			RECALL		
		2020030013	EID: 8903302420810086250	0000506278818		RECALL		
Option Codes 🛄	E-PDI C	2020040019	Status: COMPLETED			RECALL		
PTSS Info []]	Guides / Manuals	2020040023	v			RECALL		
Service Sheets @	Multi Point Inspection Form G	2020080012	N.			SERVICE		
Service Bulletin	Electronic Test Data	2021020024	P	CLOSE	TIMAT	RECALL		
	Available Accessories 🕜	2021030012	N.	CCOSE		SERVICE		
		2021050005	VS3BREBOL	6/4/2021	OPEN	RECALL		
		2022010005	VS3PA27ERI	1/26/2022	OPEN	RECALL		

Figure 10 (screen on "NetStar" if the OTA update was successful) Status: Completed

STRICT VEHICLE INFORM	ATION									
MUCTICE VINE TOTAL			NINT							
		ALIATE O	um 0							
<u> </u>										
	18-419 KA 642 34 7% WO-H0254311003837	Cren Campa gn 2021/2001/255								
	Davis GARDARAL District + 64280642288680 Davis VIT7 Easter Mack Transmission + 7228021888115 Disk Davis Bray Trait Easter This Easter	CAMPRICHS	MBUSA SIM Card Updat	e Campaign Interface 2021030012						
Faire 166 Dark Grey		Campaign Number		ehicle is running and in good network r e XENTRY Aftersales Portal to look up th		Campaign Type	Actions			
WARRANTY & SALE	PRODUCTION INFO Production Date #/11/2019		Find EID in Contro	Tab > HERMES. The EID is 2 parts. opy and paste both parts (32 digits total		RECALL				
Peral Data 4/28/2018	Rame Larve +		submit the Over T	e Air Update. esponse within the next 10 minutes.		SERVICE				
Saling Dealer 17114						RECALL				
			EID: 890330242081000	62500000506278721		RECALL				
Option Centre 2	1-1012	2020340019	Status: FAILED			RECALL				
PTSS Info (1)	Guides / Manuals 1. <sup>4</sup> Service Walk Around Form 1. <sup>2</sup>		Error during execution with card	of the command on the SM-SR. Could	not communicate	RECALL				
Service Sheets	Multi Point Inspection Form	2020080012	*			SERVICE				
Service Bulletin (3)	Dectronic Test Data	2021020024				RECALL				
	Available Accessories	2021030012	N.		CLOSE SUEWIT	SERVICE				
		2021050005	VSIEREBOL	6/4/2021	OPEN	RECALL				
			VS3FA27EB			RECALL				

**Figure 11** (screen on "NetStar" if the OTA update was not successful) Status: Failed – Error during execution of the command on the SM-SR. Could not communicate with card.

SERVICE / VEHICLE INFORM	ATION							
		TIMO CLEAR PRINT						
		ALERTS 0 0 UPATTER VEHICLE 0 Vehicle has HERNES module, but Marcedes PR	O connect is not active, check if customer wants se	nves				
2019 UK7	/MB-AM2CA46							
	FIN WD49076431T002037	Open Christip 2021(SOD12 - VSDCTUVIC)						
	ENGINE # 64289042226040 Transmission # 72290210880116	CAMPAIGNS	MBUSA SIM Card Update Campaign	Interface 2021050005				Ш Оре
airc 769-Dark Grey	Tire Brand	Compaign Number		Please ensure the vehicle is running and in good network reception area.     Use VeDoc from the XENTRY Aftersales Portal to look up the VIN.	n area.	Campaign Type	Actions	
VARRANTY & SALE	PRODUCTION INFO Production Date 4/11/2019	2019120007	<ul> <li>Find BLD in Control has hear and the control of the control of the second second</li></ul>	5. The EID is 2 parts.		RECALL		
etall Date 4/29/2019	Radio Serial #	2020020011		date.	or sportes			
elling Dealer 17114	Radio Code	2020030012	Tou should see a response within the next 10 minutes.		_	RECALL		
		2020030013	EID: 89641603100000943371000000	11 00001		RECALL		
ption Codes 🔳	E-PDI	2020040019	V Status: FAILED			RECALL		
TSS Info 🚺	Guides / Menuals	2020040023	The EIS identified by this EID 89641603 to the function provider.	J3100000943371000000100001 is unknown	unknown	RECALL		
ervice Sheets 🕼	Multi Paint Inspection Form	2020080012	You exceed the OTA submit limit. Please follow next step in the Work Instruction.		•	SERVICE		
	Electronic Test Data C Available Accessories	2021020024			SUEMIT	RECALL		
		2021030012	W			SERVICE		
		2021050005	VS38REBOL	6/4/2021	OPEN	RECALL		
		2022010005	VS3PA27ERI	1/26/2022	OPEN	RECALL		

**Figure 12** (screen on "NetStar" if three consecutive OTA updates were not successful) Status: Failed – The EIS identified by this EID ######## is unknown to the function provider. You exceed the OTA submit limit. Please follow next step in the work instructions

- a. If the data of the SIM card in the HERMES control unit (N112/9) is *not* updated OTA successfully after approx.
   7 minutes: Carry out Work Procedures 3 and 4.
- **b.** If the data of the SIM card in the HERMES control unit (N112/9) is updated OTA successfully: Carry out only **Work Procedure 4**.

## Work Procedure 3

Replace HERMES control unit (N112/9).
 I For basic information, see:

Model 205:	AR82.95-P-0019LW AR82.95-P-0019LWM
Models 213, 238:	AR82.95-P-0019LWE
Model 253:	AR82.95-P-0019LWX AR82.95-P-0019LWG
Models 257, 290:	AR82.95-P-0019FR
Models 118, 177:	AR82.95-P-0019MFA
Model 117:	AR82.95-P-0019NKC
Model 156:	AR82.95-P-0019NKA
Models 166, 292:	AR82.95-P-0019GQB AR82.95-P-0019GQA

Model 167:	AR82.95-P-0019ME
Model 172:	AR82.95-P-0019WM
Model 190:	AR82.95-P-0019RG AR82.95-P-0019RGR
Models 217, 222:	AR82.95-P-0019LF
Model 231:	AR82.95-P-0019RKM
Model 247:	AR82.95-P-0019MFB
Model 293:	AR82.95-P-0019EQ
Model 463:	AR82.95-P-0019GW AR82.95-P-0019XG

#### 2. Carry out commissioning of HERMES control unit (N112/9) with diagnostic system.

 $\boxed{\mathbf{i}}$  To do this, select menu item "Quick test view  $\rightarrow$  N112/9 'Telematics services' (HERMES) communication module  $\rightarrow$  Adaptations  $\rightarrow$  Commissioning  $\rightarrow$  Control unit replacement and commissioning of new control unit".  $\boxed{\mathbf{i}}$  Then follow the user guidance in XENTRY Diagnosis.

3. Continue with Work Procedure 4 (function test of HERMES control unit (N112/9) with diagnostic system).

## Work Procedure 4

1. Carry out function test of HERMES control unit (N112/9) with diagnostic system.

[i] To do this, select menu item "Quick test view  $\rightarrow$  N112/9 'telematics services' (HERMES) communication module  $\rightarrow$  Actuations  $\rightarrow$  Self-test".

**i** Then follow the user guidance in XENTRY Diagnosis.

**i** The result of the function test of the HERMES control unit (N112/9) with the diagnostic system must be **Successful**.

2. Disconnect XENTRY Diagnosis.

#### Primary Parts Information

Qty. Par	t Name Part I	Number
As required (1) HERMES contr	ol unit (N112/9) 3.0 A 238 9	00 12 05

**i**Small parts such as screws, 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: <u>Warranty Information</u>

Damage	Operation	Description	
Code	Number		(hrs.)
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	12-1906	Check data of SIM card in HERMES control unit (with XENTRY Diagnosis connected)	0.1
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) Models 117, 118, 156, 172, 177, 190, 231, 247 Model 205 (family 65) with model codes 17, 49, 75, 80 Model 205 (family 66) with model codes 17, 49 Model 205 (family 69) with model codes 81, 83, 85 Model 222 with model codes 10, 20, 30, 40, 56-59, 61, 62, 65, 67-69, 70, 80 Model 463 (family 76) with model codes 10, 20, 30, 40, 89, 90	0.2
54 973 19	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) Models 166, 167, 213, 238, 253, 257, 290, 292, 293 Model 205 (family 65) with model codes 11-16, 18, 19, 21-25, 27, 30, 41-48, 50, 60, 71-74, 76-78 Model 205 (family 66) with model codes 11-13, 15, 19, 21-25, 27, 30, 41-48, 50, 60, 81-83 Model 205 (family 69) with model codes 10, 20, 30, 50, 60, 70, 82, 84, 86 Model 217 with model codes 20, 40, 81, 82, 85, 86, 88 Model 222 with model codes 52, 53, 54, 55, 63, 64	0.2
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) Model 217 with model codes 70, 83, 84, 87, 89, 90 Model 463 (family 77)	0.3
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) Model 463 (family 76) with model codes 50, 60, 70, 83-86	0.3
	12-2006	Addition: Disconnect/connect ground line of on-board electrical system battery in the case of a communication failure in VEH with refrigerator box/through- load ski bag Models 217, 222	0.1
	12-2007	Addition: Disconnect/connect ground line of on-board electrical system battery in the case of a communication failure in VEH with rear battery <b>Models 253, 293</b>	0.1
	12-1907	Update data of SIM card in HERMES control unit (OTA update) (after check) <b>Includes</b> : Carry out commissioning.	0.3

	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	0.6
		Model 117 with model codes 10, 20, 40, 50, 81	
	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	
		Model 117 with model codes 60, 70, 85	0.3
		Models 156, 172	0.0
		Model 205 (family 65) with model codes 17, 27, 47, 49, 66, 75	
		Model 217 with model codes 70, 83, 84, 87, 89, 90	
		Replace HERMES control unit (after check)	
	12-1908	Includes: Carry out commissioning.	0.5
	12-1908	Models 118, 177, 213, 238	0.0
		Model 166 with model codes 10, 30, 50, 70, 81, 83, 85, 90	
		Replace HERMES control unit (after check)	
	12-1908	Includes: Carry out commissioning.	1.0
		Model 166 with model codes 20, 40, 60, 82, 84	
	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	1.3
		Model 167	
	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	0.7
		Model 190	0.7
		Model 463 (family 77)	
	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	0.2
		Model 205 (family 65) with model codes 11-16, 18, 19, 21-25, 30, 41-46, 48,	0.2
		50, 61-65, 71-74, 76-78, 80	
		Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	
		Model 205 (family 66), 222	0.2
54 973 19	12-1908	Model 205 (family 69) with model codes 10, 20, 30, 81, 83, 85	0.3
		Model 217 with model codes 20, 40, 81, 82, 85, 86, 88	
		Model 463 (family 76)	
	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	0.8
		Model 205 (family 69) with model codes 50, 60, 70, 82, 84, 86	
		Replace HERMES control unit (after check)	
	12-1908	Includes: Carry out commissioning.	1.1
		Model 231	
	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	3.1
		Model 247 (families 88 and 91)	_
	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	3.2
		Model 247 (family 92)	0.2
	12-1908	Replace HERMES control unit (after check)	
		Includes: Carry out commissioning.	1.1
		Model 253	
		Replace HERMES control unit (after check)	
	40 4000	Includes: Carry out commissioning.	0.4
	12-1908	Models 257, 290, 292, 293	0.4
		Models 257, 250, 252, 255 s only on one of the workshop orders, if two or more software updates or SCN cod	

\* Invoice operation items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

**Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.