

# Recall Campaign Bulletin



July 2024

Rev. E: February 27, 2026

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2023110006
CAMPAIGN DESC.	23P5497319
NHTSA ID	22V365
SUBJECT	<b>SIM Card Communication Module – Wave 7</b>
MODEL(S)	A-Class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GLE/GLS, AMG GT 4-door, S-Class, and SLC vehicles (177, 205, 117, 118, 257, 213, 238, 463, 247, 156, 253, 166, 292, 167, 290, 217, 222 and 172 platform)
MODEL YEAR(S)	2017 – 2022
CAMPAIGN POPULATION	<b>23,699</b>

## Campaign Technical Instructions

### Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

1. Always check for other open campaigns and perform them accordingly!
2. Review the entire campaign bulletin first, and perform the procedures exactly as described.

### Revision Note(s):

**E. Additional vehicles added for Wave 7**

Order No. P-RC-2023110006

**Primary Parts Information**

Qty.	Part Name	Part Number
As required (1)*	GSM electrical connector housing	A 029 545 95 26
As required (1)	HERMES Control Unit v3.0 (N112/9)	A 238 900 12 05
As required (1)**	HERMES Control Unit v1.5 (N112/9)	A 222 900 86 22*

\* Order GSM electrical connector housing ONLY if retrofitting HERMES v1.5 to HERMES v3.0

\*\* Order HERMES v1.5 ONLY if the original HERMES Hardware Object Number is 222 901 82 06 as shown in VeDoc Control Units<sup>†</sup> AND Vehicle data card includes 506 or 522 as shown in VeDoc Codes<sup>††</sup>:

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object number
KOM (Kommunikationsmodul)	VPDPAR	HERMES	HERMES			222 901 82 06

Product group indicator	Code	Designation
P Passenger car (without SMART)	506	RADIO AUDIO 20 POSSIBLE FOR NAVIGATE NTG5.5
P Passenger car (without SMART)	522	RADIO AUDIO 20 POSSIBLE FOR NAVIGATE NTG5

**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.

Model(s): 177, 205, 117, 118, 257, 213, 238, 463, 247, 156, 253, 166, 292, 167, 290, 217, 222 and 172

- Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
- Follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical battery system** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.

If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762 and 02-5058** may be invoiced **only on one of the workshop Repair Orders**.

## 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 → N112/9 'telematics services' (HERMES) communication module → Actual values → 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 <b>205, 213, 253</b> :	AR54.10-P-0003LW
Model <b>238</b> :	AR54.10-P-0003LWO
Models <b>257, 290</b> :	AR54.10-P-0003FR
Models <b>118, 177, 247</b> :	AR54.10-P-0003MFA
Models <b>117, 156</b> :	AR54.10-P-0003NKB
Models <b>166, 292</b> :	AR54.10-P-0003GZ
Model <b>167</b> :	AR54.10-P-0003ME
Model <b>172</b> :	AR54.10-P-0003W
Models <b>217, 222</b> :	AR54.10-P-0003LF
Model <b>463</b> :	AR54.10-P-0003PV AR54.10-P-0003XG

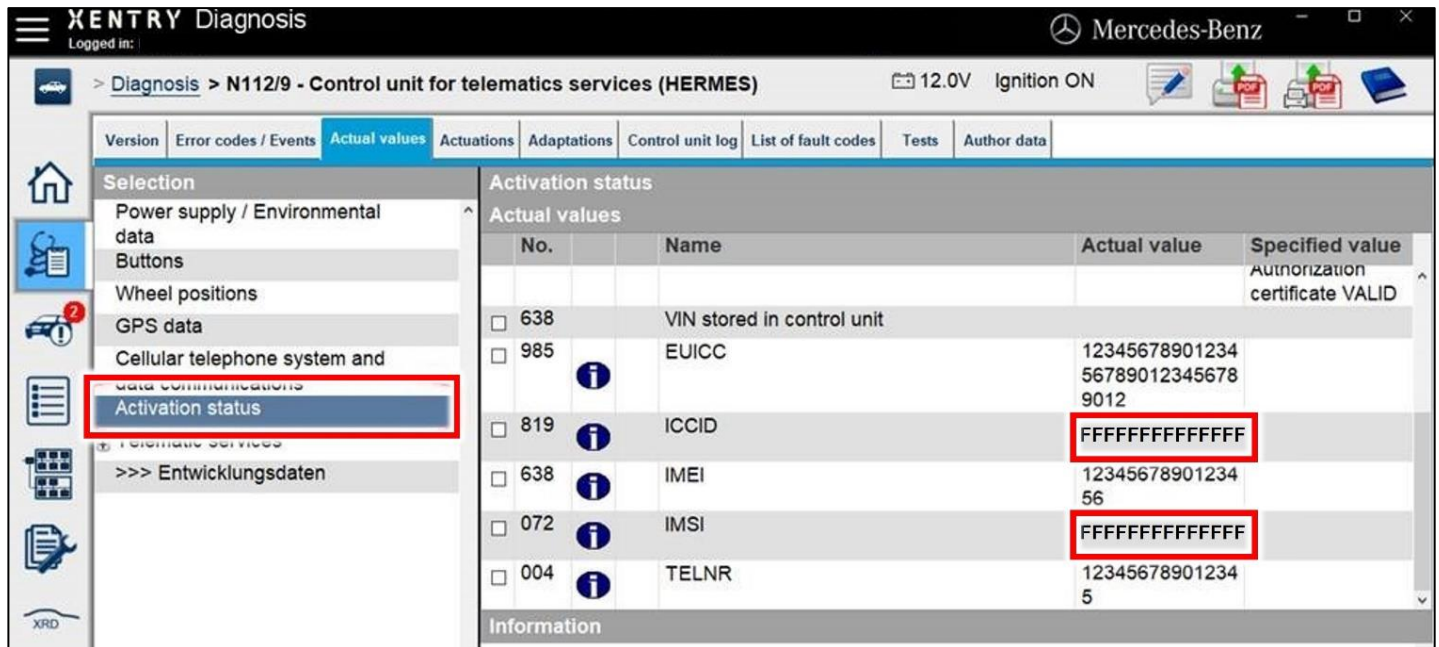


Figure 1

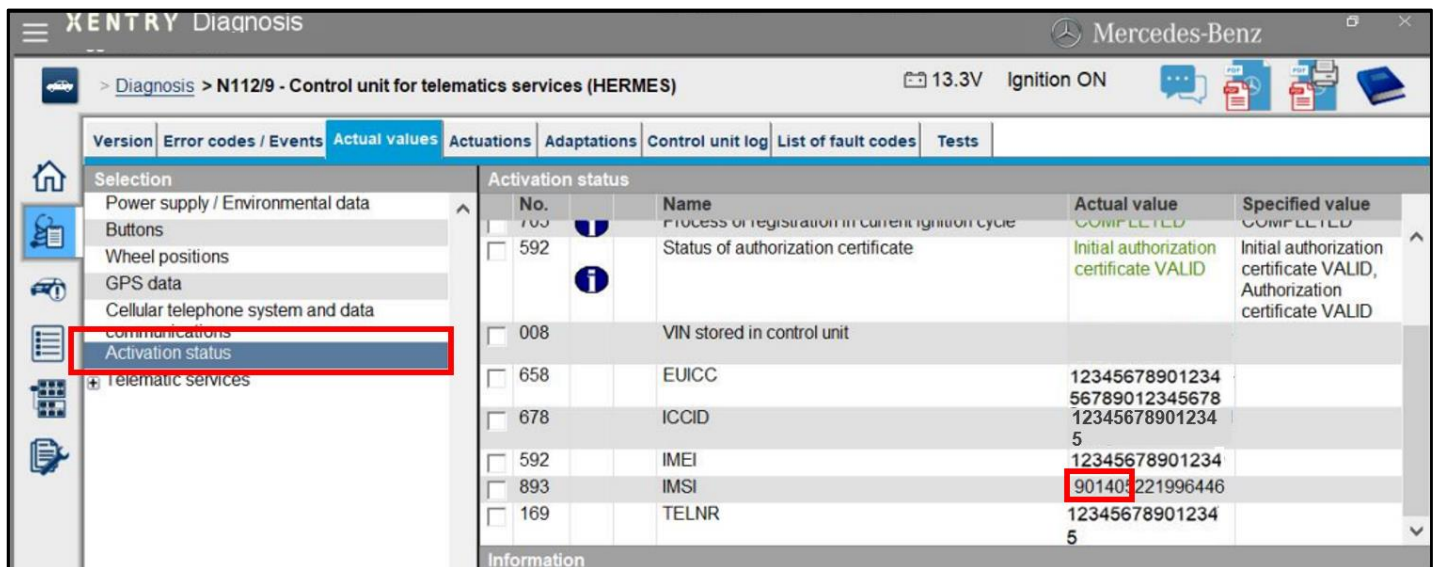


Figure 2

- If XENTRY Diagnosis displays “FFFFFFFFFFFFFF” for the “ICCID” and “IMSI” actual values (Figure 1): Carry out only **Work Procedures 3 and 4**.  
**NOTE: This must be documented in the Repair Order text!**
- If XENTRY Diagnosis “IMSI” actual value starts with “90140...” (Figure 2): **End Measure**.  
**NOTE: This must be documented in the Repair Order text!**
- If XENTRY Diagnosis “IMSI” actual value starts with “310170...”: Carry out **Work Procedures 1, 2, 3** (Work Procedure 3 is dependent on results of Work Procedure 2), **and 4**.

## 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 → N112/9 'Telematics services' (HERMES) communication module → Adaptations → Commissioning → 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 → N112/9 'Telematics services' (HERMES) communication module → Actual values → Cellular telephone system and data communication”.

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

**i** The actual value of the “Reception field strength Cellular telephone system” **must be 80% or above (Figure 3)**.

**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.

The screenshot shows the XENTRY Diagnosis interface for the N112/9 control unit. The 'Actual values' tab is selected, and the 'Cellular telephone system and data communications' module is active. The following table displays the actual values for various parameters:

No.	Name	Actual value	Specified value
175	Type of mobile telephone service	NO RECEPTION	
026	Reception field strength Cellular telephone system	80%	
254	SIM card		

Figure 3

3. Continue with **Work Procedure 2** (update data of SIM card in HERMES control unit (N112/9) OTA).

**i** 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.
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.

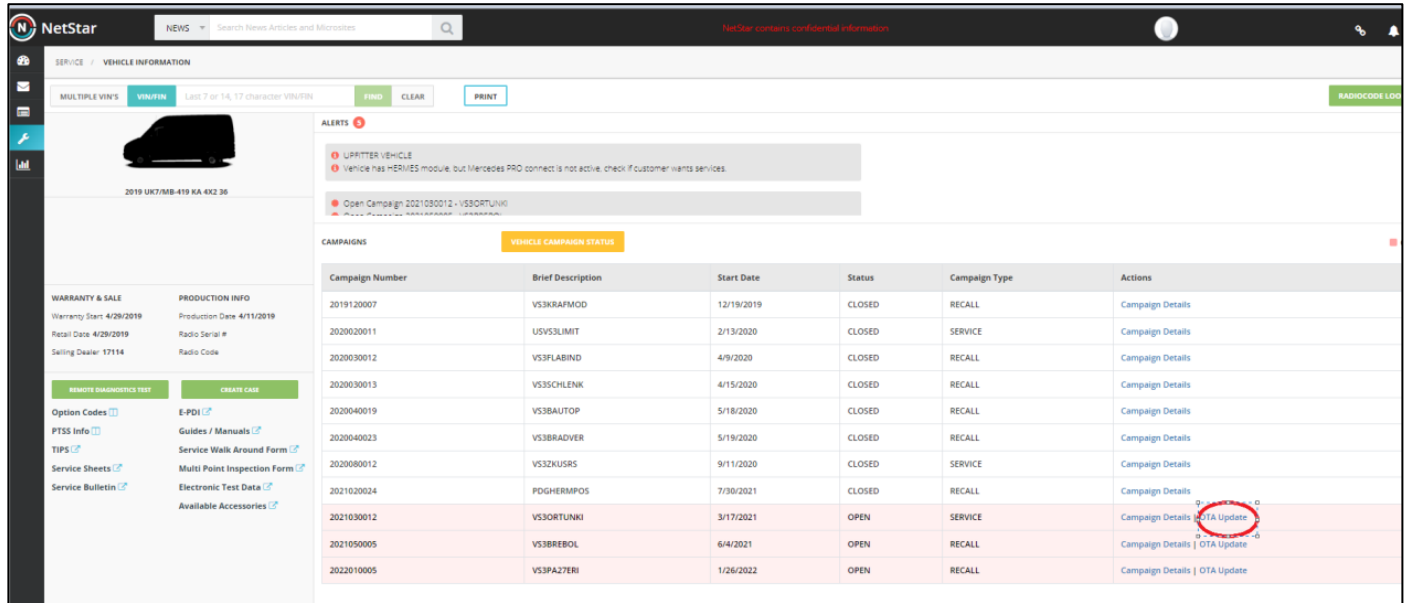


Figure 4 – In the “Actions” column, “OTA Update” is available, listed next to Campaign Number 2023110006

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).

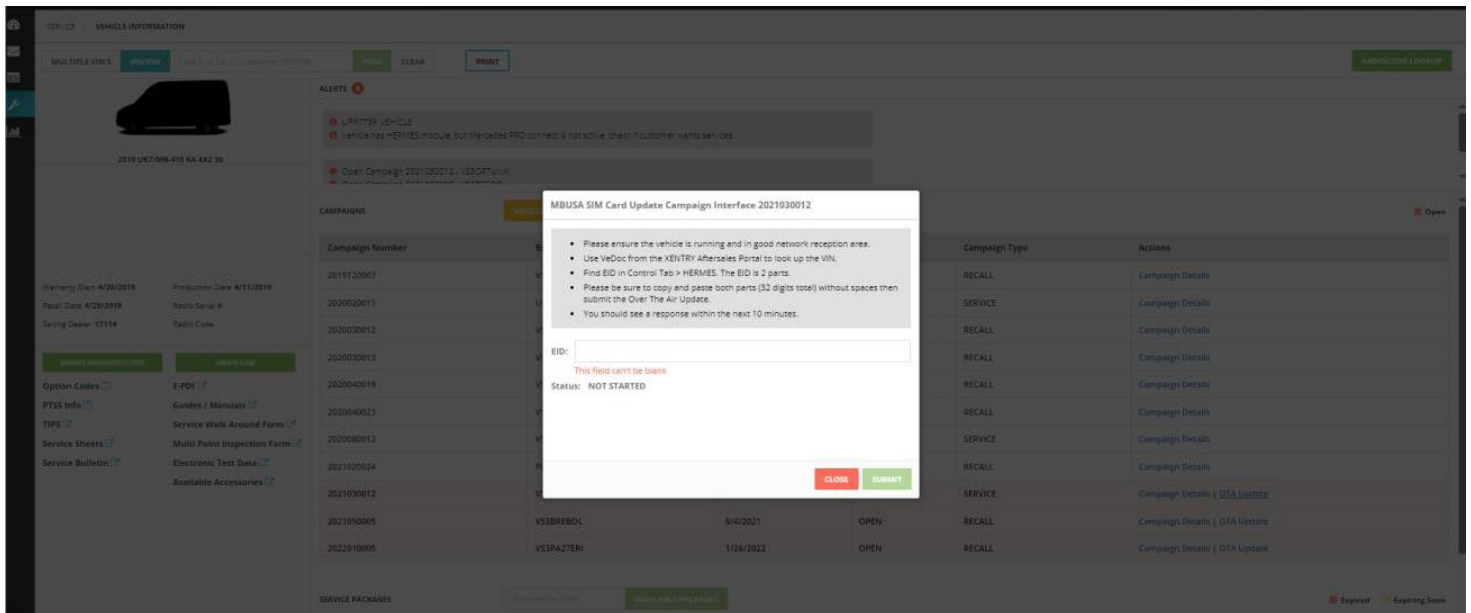


Figure 5

Model(s): 177, 205, 117, 118, 257, 213, 238, 463, 247, 156, 253, 166, 292, 167, 290, 217, 222 and 172

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

**i** To do this, enter the VIN, “Search”, select “Control units”, and click on “Hermes - control unit” (Figure 6).

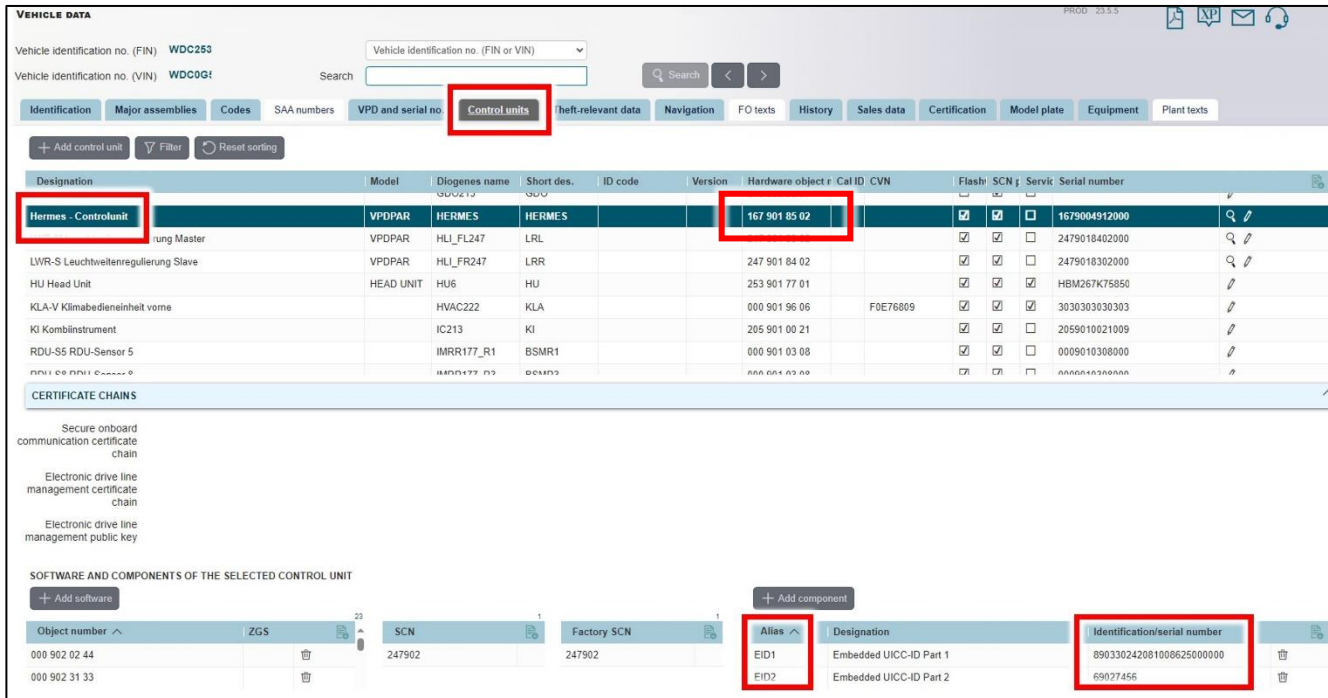


Figure 6\*\*

\*\* Make note of the HERMES Hardware object number for determining replacement part number! (e.g. Figure 6 – Hardware object number is 167 901 85 02)

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**).

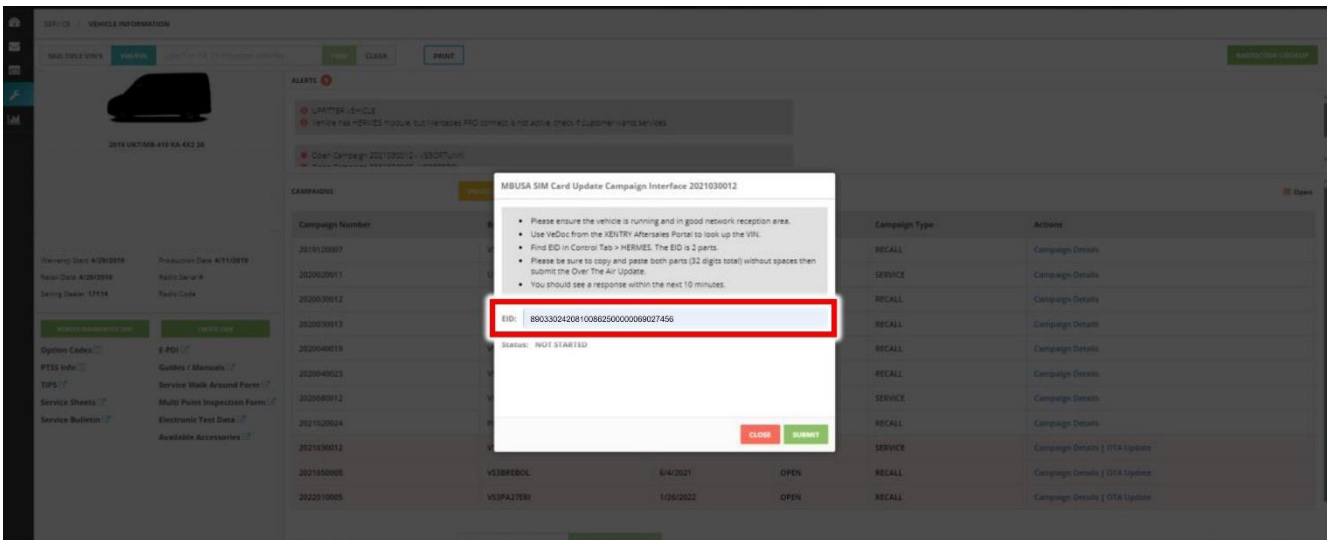
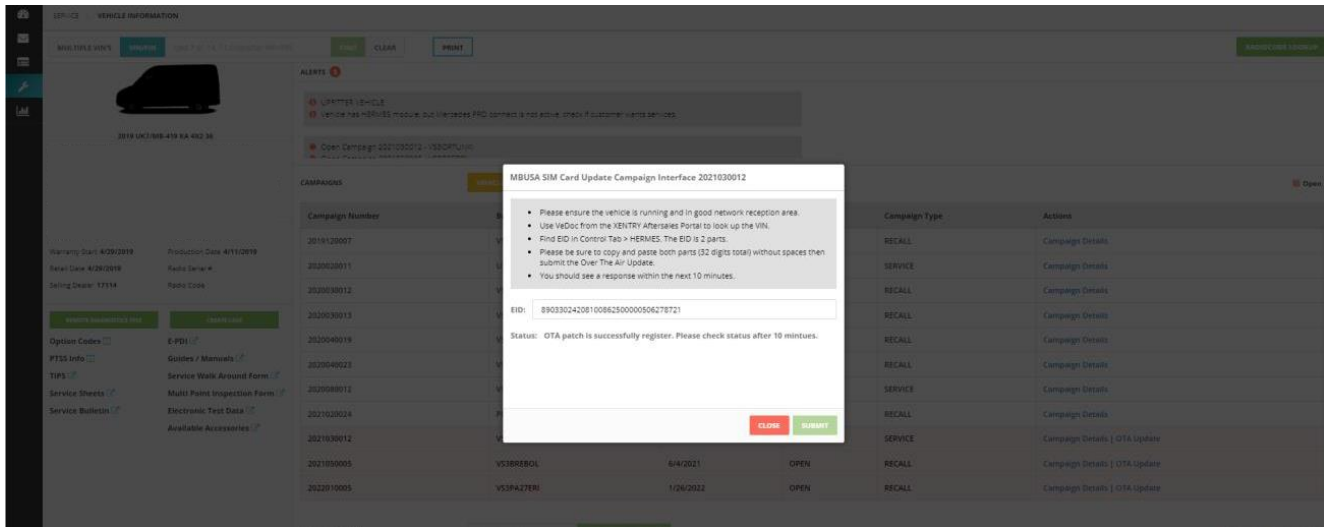


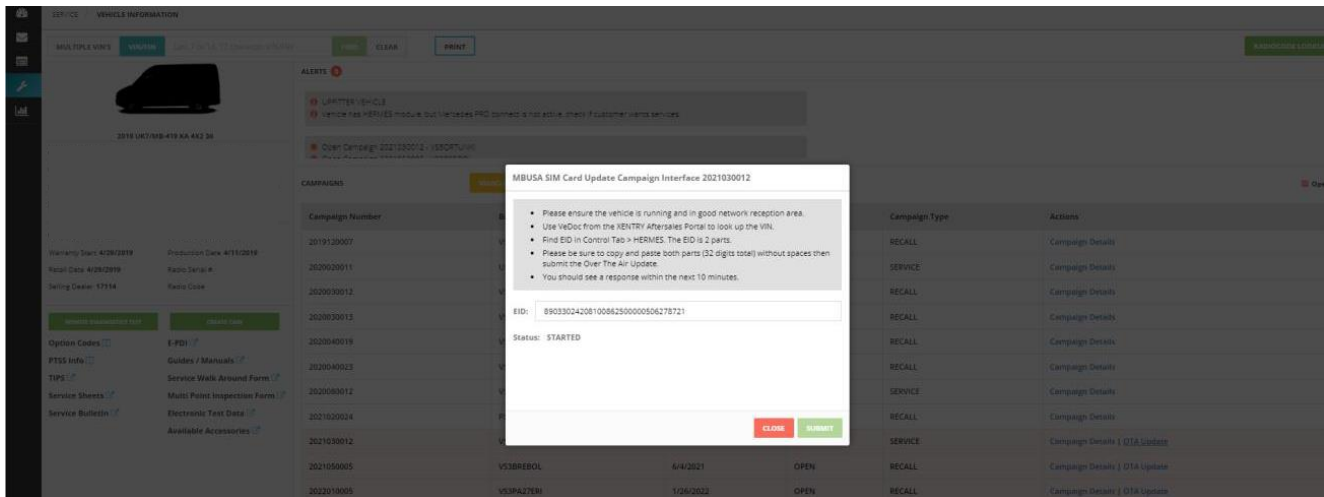
Figure 7 – EID1 + EID2 input

**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).

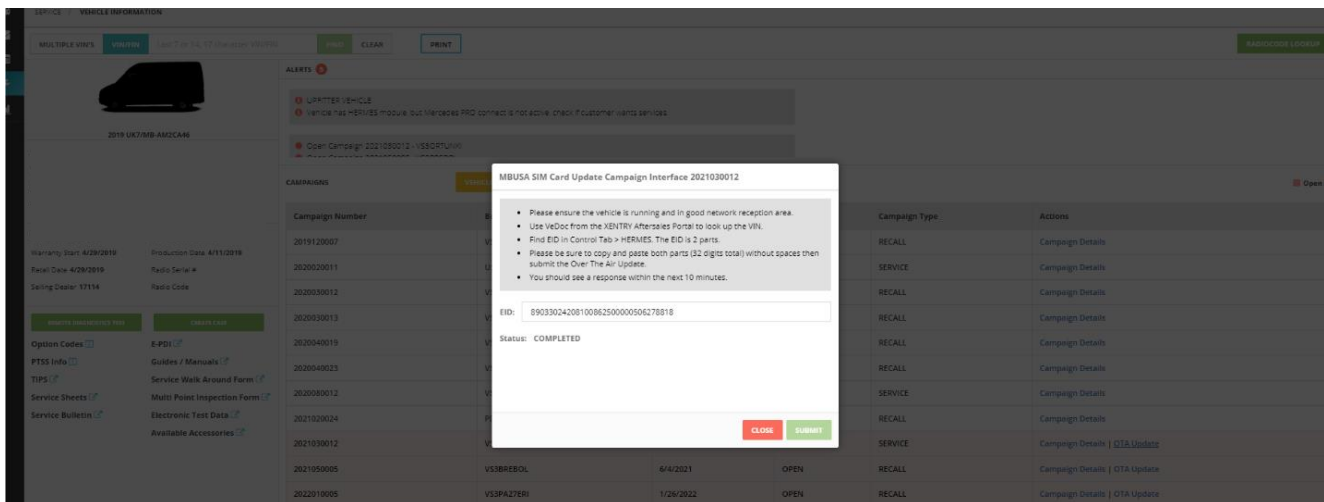
Model(s): 177, 205, 117, 118, 257, 213, 238, 463, 247, 156, 253, 166, 292, 167, 290, 217, 222 and 172



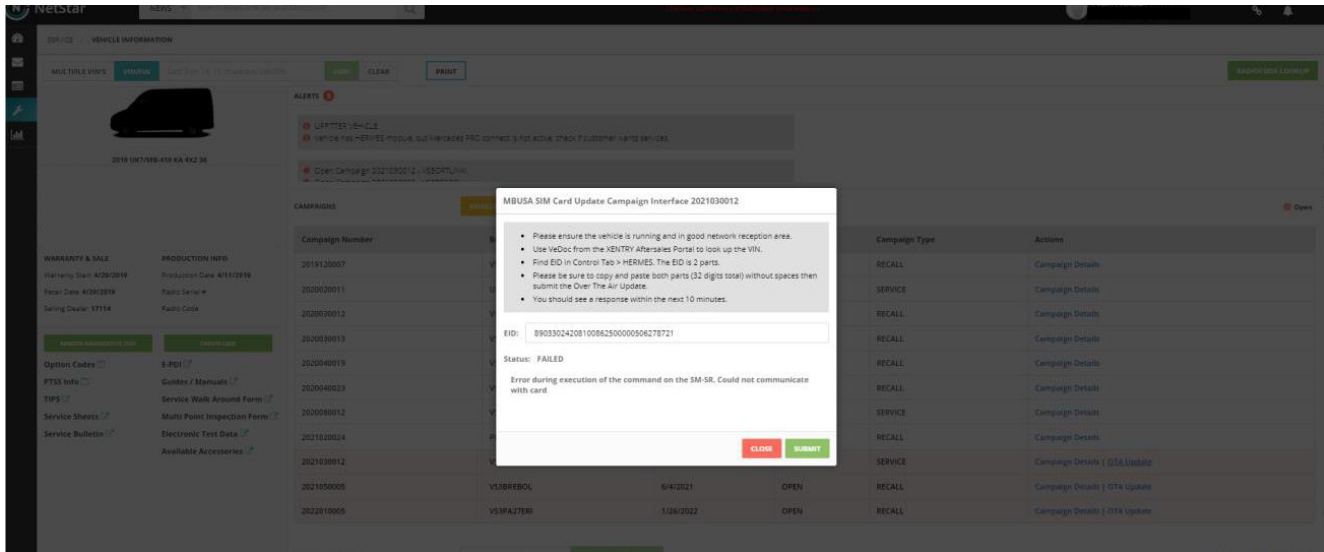
**Figure 8** (screen on “NetStar” after the OTA update has been registered successfully)  
*Status: OTA patch is successfully registered. Please check status after 10 minutes*



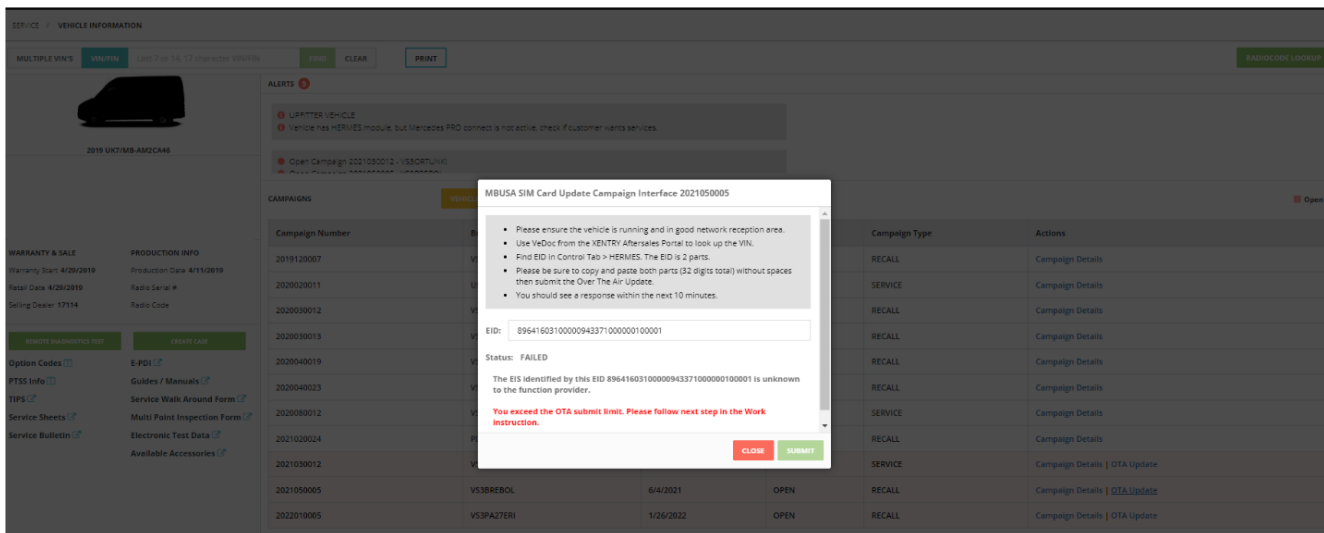
**Figure 9** (screen on “NetStar” if “OTA update” is clicked again during the OTA update process)  
*Status: Started*



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



**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.



**Figure 12** (screen on “NetStar” if two 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. The OTA procedure must be attempted a **second time if the first attempt fails**.  
 Wait at least 7 minutes after the first attempt before retrying. If the SIM Card data in HERMES control unit (N112/9) **does not update** successfully OTA after the second attempt: Perform Work Procedures 3 and 4.
- b. If the SIM Card data in HERMES control unit (N112/9) **updates** successfully OTA: Perform Work Procedure 4 only.

Model(s): 177, 205, 117, 118, 257, 213, 238, 463, 247, 156, 253, 166, 292, 167, 290, 217, 222 and 172

### **Work Procedure 3a or 3b:**

- A. If vehicle has a **HERMES v1.5** installed, **and** vehicle data card contains **SA code 531** (COMAND NTG5/NTG5.5):
  - Install **HERMES v3.0 (A2389001205)** with new GSM connector housing; Perform **Work Procedure 3a**.
- B. If vehicle has **any other HERMES** control unit installed (*all versions except v1.5*):
  - Install **HERMES v3.0 (A2389001205)** with original GSM connector housing; Perform **Work Procedure 3b**.
- C. If vehicle has a **HERMES v1.5** installed, **and** vehicle data card contains **SA code 506** (Audio20 NTG5.5) – **or** – **SA code 522** (Audio20 NTG5):
  - Install **HERMES v1.5 (A2229008622)** with original GSM connector housing; Perform **Work Procedure 3b**.

### **Work Procedure 3a - Retrofit HERMES v3.0 control unit (N112/9)**

1. Remove installed **HERMES control unit (N112/9)**.

**i** For basic information, reference WIS:

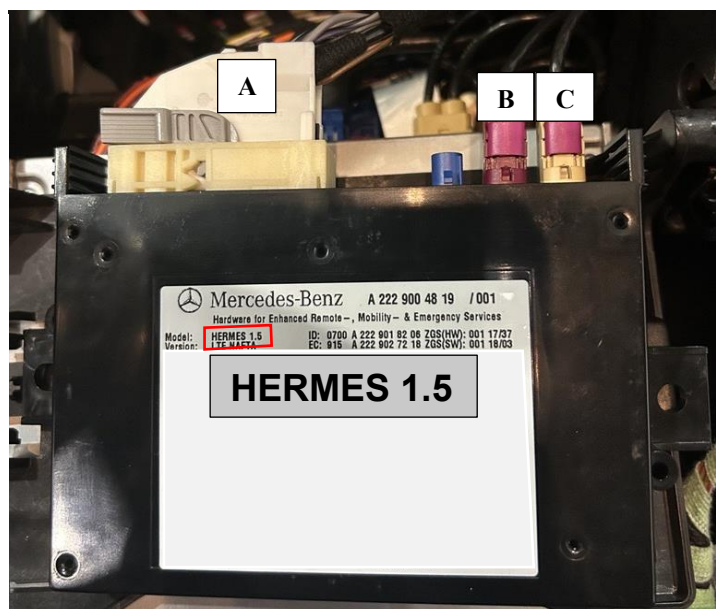
Model 205:	AR82.95-P-0019LW AR82.95-P-0019LWM
Models 213, 238:	AR82.95-P-0019LWE
Model 253:	AR82.95-P-0019LWX AR82.95-P-0019LWG
Models 257, 290:	AR82.95-P-0019FR
Models 118, 177:	AR82.95-P-0019MFA
Model 117:	AR82.95-P-0019NKC

Model 156:	AR82.95-P-0019NKA
Models 166, 292:	AR82.95-P-0019GQB
Model 167:	AR82.95-P-0019ME
Model 172:	AR82.95-P-0019WM
Models 217, 222:	AR82.95-P-0019LF
Model 247:	AR82.95-P-0019MFB
Model 463:	AR82.95-P-0019GW AR82.95-P-0019XG

2. Modify electrical connectors (**Figure 13, B & C**) to retrofit **HERMES v3.0 control unit (N112/9)**:

- 2.1 Remove antenna pins from existing GSM connector housings (**Figure 13, B & C**):
  - a. Use a small flathead screwdriver to remove Secondary Lock (**Figure 14, A**).
  - b. Use a small pick to remove the Primary Lock (**Figure 14, B**).
- 2.2 Install both antenna pins into a single GSM connector housing (**Figure 15**).

See *Figure 16* for pin location reference guide.



**Figure 13 – HERMES 1.5 installed on 205 chassis**

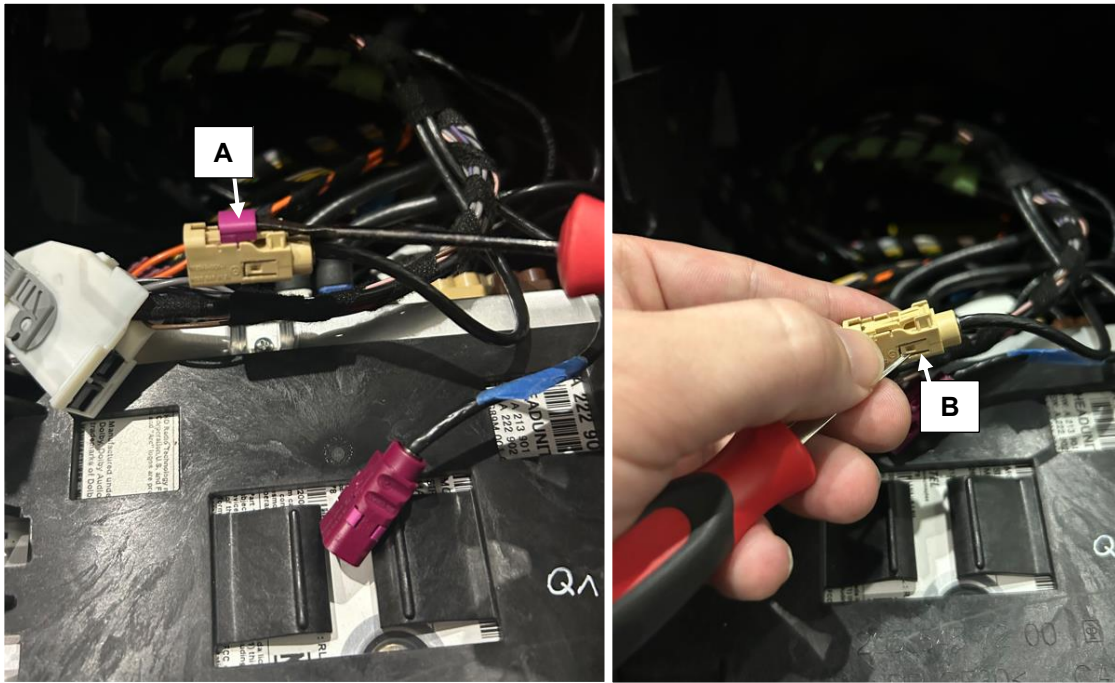


Figure 14 – shown on 205 chassis with original GSM connector housings

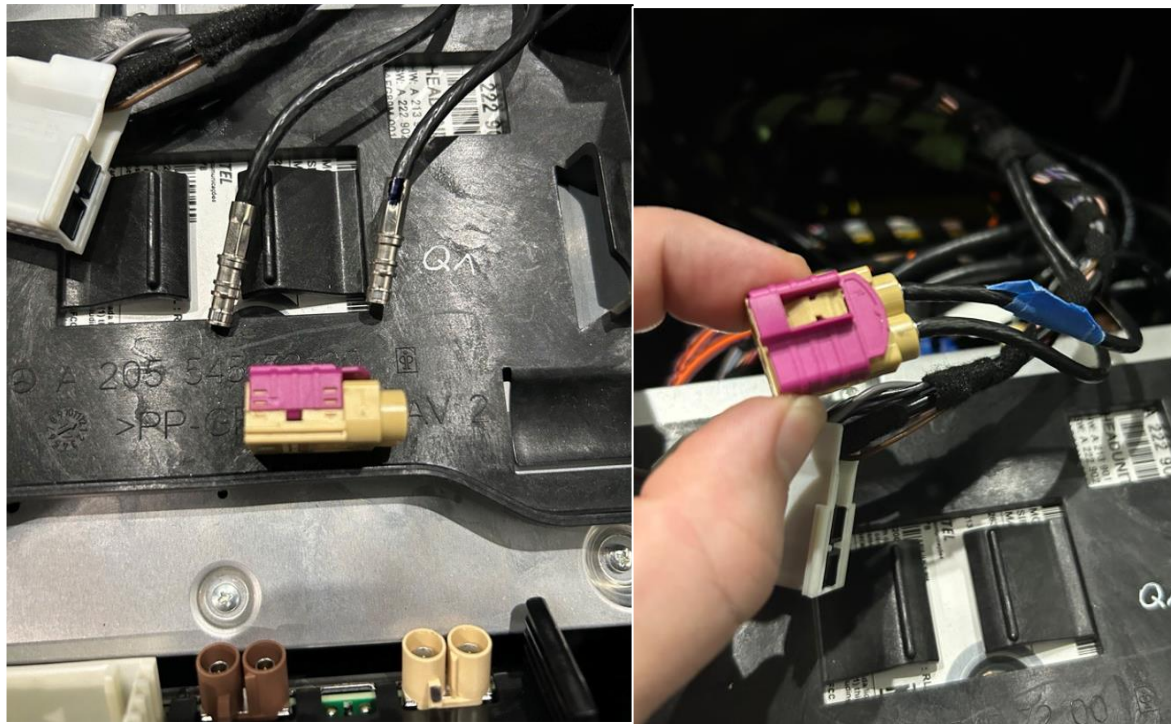
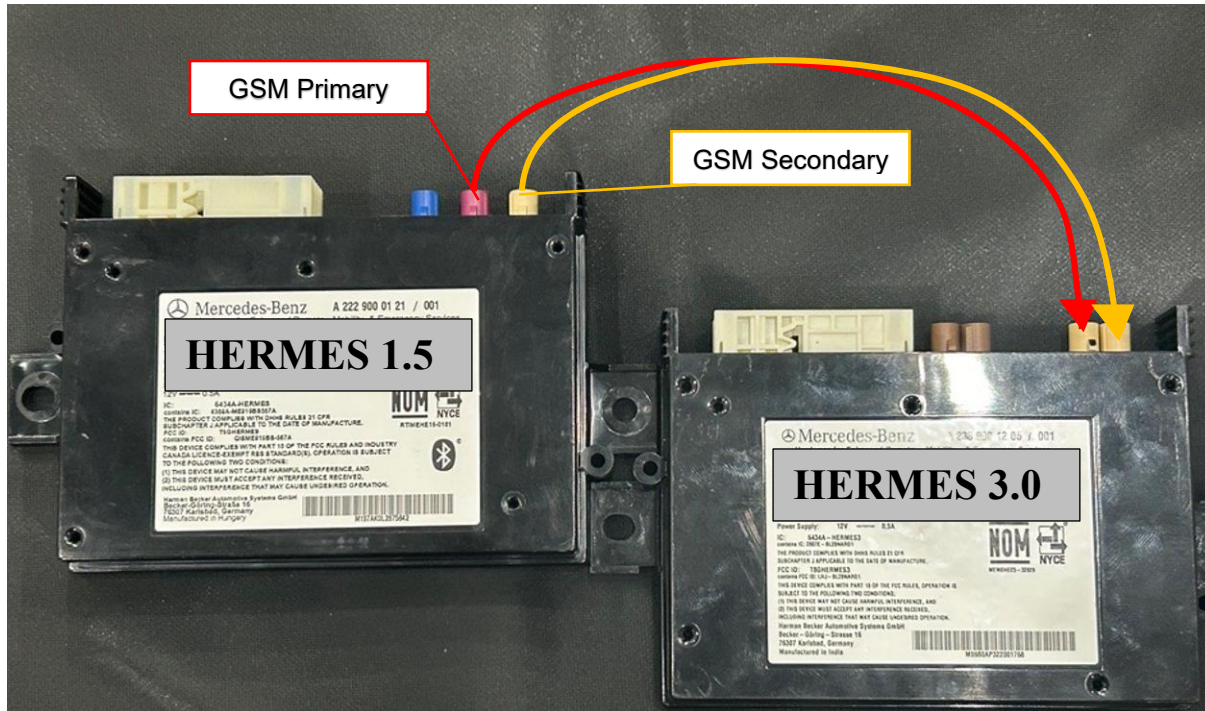


Figure 15 – shown on 205 chassis with new GSM connector housing (A 029 545 95 26)

**RETROFIT INSTALLATION ELECTRICAL CONNECTOR REFERENCE:**

**Figure 16 – Electrical connector reference for HERMES 1.5 → HERMES 3.0**

3. Install components in reverse order.
  4. Carry out **commissioning of HERMES control unit (N112/9)** with diagnostic system.
    - i** To do this, select menu item “Quick test view → N112/9 'Telematics services' (HERMES) communication module → Adaptations → Control unit initial startup → Initial startup of already installed control unit”.
- NOTE:** If the error “**VP\_NO\_FITTING\_FLASHWARE**” occurs during Commissioning, select “Continue” in XENTRY Diagnosis and continue with Commissioning following the XENTRY guided process.
5. Continue with **Work Procedure 4** (function testing HERMES control unit (N112/9) with diagnostic system).

### **Work Procedure 3b**

1. Replace **HERMES control unit (N112/9)**.

**i** For basic information, see:

Model 205:	AR82.95-P-0019LW AR82.95-P-0019LWM	Model 156:	AR82.95-P-0019NKA
Models 213, 238:	AR82.95-P-0019LWE	Models 166, 292:	AR82.95-P-0019GQB
Model 253:	AR82.95-P-0019LWX AR82.95-P-0019LWG	Model 167:	AR82.95-P-0019ME
Models 257, 290:	AR82.95-P-0019FR	Model 172:	AR82.95-P-0019WM
Models 118, 177:	AR82.95-P-0019MFA	Models 217, 222:	AR82.95-P-0019LF
Model 117:	AR82.95-P-0019NKC	Model 247:	AR82.95-P-0019MFB
		Model 463:	AR82.95-P-0019GW AR82.95-P-0019XG

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

**i** To do this, select menu item “Quick test view → N112/9 'Telematics services' (HERMES) communication module → Adaptations → Commissioning → Control unit replacement and commissioning of new control unit”.

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

**NOTE:** If the error “**VP\_NO\_FITTING\_FLASHWARE**” occurs during Commissioning, select “Continue” in XENTRY Diagnosis and continue with Commissioning following the guided process.  
If the error persists after 3 attempts and does not “Continue”, open an **XSS ticket** with printouts from the flash attempt.

3. Continue with **Work Procedure 4** (function testing 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 → N112/9 'telematics services' (HERMES) communication module → Actuators → Self-test”.

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

**i** The result of the HERMES control unit (N112/9) **Self-test** must be **Successful**.

2. Verify HERMES control unit **GPS data** with diagnostic system.

**i** To do this, select menu item “Quick test view → N112/9 'telematics services' (HERMES) communication module → Actual Values → GPS data”.

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

**i** The vehicle may need to be taken outside for clear overhead to receive GPS signal

3. Disconnect XENTRY Diagnosis.

Model(s): 177, 205, 117, 118, 257, 213, 238, 463, 247, 156, 253, 166, 292, 167, 290, 217, 222 and 172

**Warranty Information****i** **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 973 19	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	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) <b>Models 117, 118, 156, 172, 177, 247</b> <b>Model 205 (family 65)</b> with model codes 17, 49, 75, 80 <b>Model 205 (family 66)</b> with model codes 17, 49 <b>Model 205 (family 69)</b> with model codes 81, 83, 85 <b>Model 222</b> with model codes 10, 20, 30, 40, 56-59, 61, 62, 65, 67-69, 70, 80 <b>Model 463 (family 76)</b> with model codes 10, 20, 30, 40, 89, 90	0.2
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) <b>Models 166, 167, 213, 238, 253, 257, 290, 292</b> <b>Model 205 (family 65)</b> with model codes 11-16, 18, 19, 21-25, 27, 30, 41-48, 50, 60, 71-74, 76-78 <b>Model 205 (family 66)</b> with model codes 11-13, 15, 19, 21-25, 27, 30, 41-48, 50, 60, 81-83 <b>Model 205 (family 69)</b> with model codes 10, 20, 30, 50, 60, 70, 82, 84, 86 <b>Model 217</b> with model codes 20, 40, 81, 82, 85, 86, 88 <b>Model 222</b> 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) <b>Model 217</b> with model codes 70, 83, 84, 87, 89, 90 <b>Model 463 (family 77)</b>	0.3
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) <b>Model 463 (family 76)</b> 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. <b>Models 217, 222</b>	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) <b>Includes:</b> Carry out commissioning. <b>Model 117</b> with model codes 10, 20, 40, 50, 81	0.6
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 117</b> with model codes 60, 70, 85 <b>Model 156, 172</b> <b>Model 205 (family 65)</b> with model codes 17, 27, 47, 49, 66, 75 <b>Model 217</b> with model codes 70, 83, 84, 87, 89, 90	0.3

Model(s): 177, 205, 117, 118, 257, 213, 238, 463, 247, 156, 253, 166, 292, 167, 290, 217, 222 and 172

54 973 19	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Models 118, 177, 213, 238</b> <b>Model 166</b> with model codes 10, 30, 50, 70, 81, 83, 85, 90	0.5
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 166</b> with model codes 20, 40, 60, 82, 84	1.0
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 167</b>	1.3
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 463 (family 77)</b>	0.7
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 205 (family 65)</b> with model codes 11-16, 18, 19, 21-25, 30, 41-46, 48, 50, 61-65, 71-74, 76-78, 80	0.2
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 205 (family 66), 222</b> <b>Model 205 (family 69)</b> with model codes 10, 20, 30, 81, 83, 85 <b>Model 217</b> with model codes 20, 40, 81, 82, 85, 86, 88 <b>Model 463 (family 76)</b>	0.3
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 205 (family 69)</b> with model codes 50, 60, 70, 82, 84, 86	0.8
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 247 (families 88 and 91)</b>	3.1
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 247 (family 92)</b>	3.2
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Model 253</b>	1.1
	12-1908	Replace HERMES control unit (after check) <b>Includes:</b> Carry out commissioning. <b>Models 257, 290</b>	0.4

\* Invoice operation item only once for each workshop Repair Order (RO).

**i** **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.