Mercedes-Benz

Campaign No. 2023110006, July 2024
Revision B: March 3, 2025

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2019 – 2022

SIM Card Communication Module – Wave 3

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 12,054 vehicles are affected.

Order No. P-RC-2023110006

Recall Campaign Bulletin

SIM Card Communication Module – Wave 3

Modification notes:

- Revised IMSI **Check/Test Procedure** via XENTRY Diagnosis.
- Requirement for documenting status of **ICCID/IMSI** "*FFFFFFFFFFFFFF*" in RO text.
- Changed number of over-the-air update (OTA update) retries in **Work Procedure 2**.

- 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**.

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).**

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

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**.

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
Model 167:	AR54.10-P-0003ME
Models 217, 222:	AR54.10-P-0003LF
Model 463:	AR54.10-P-0003PV AR54.10-P-0003XG

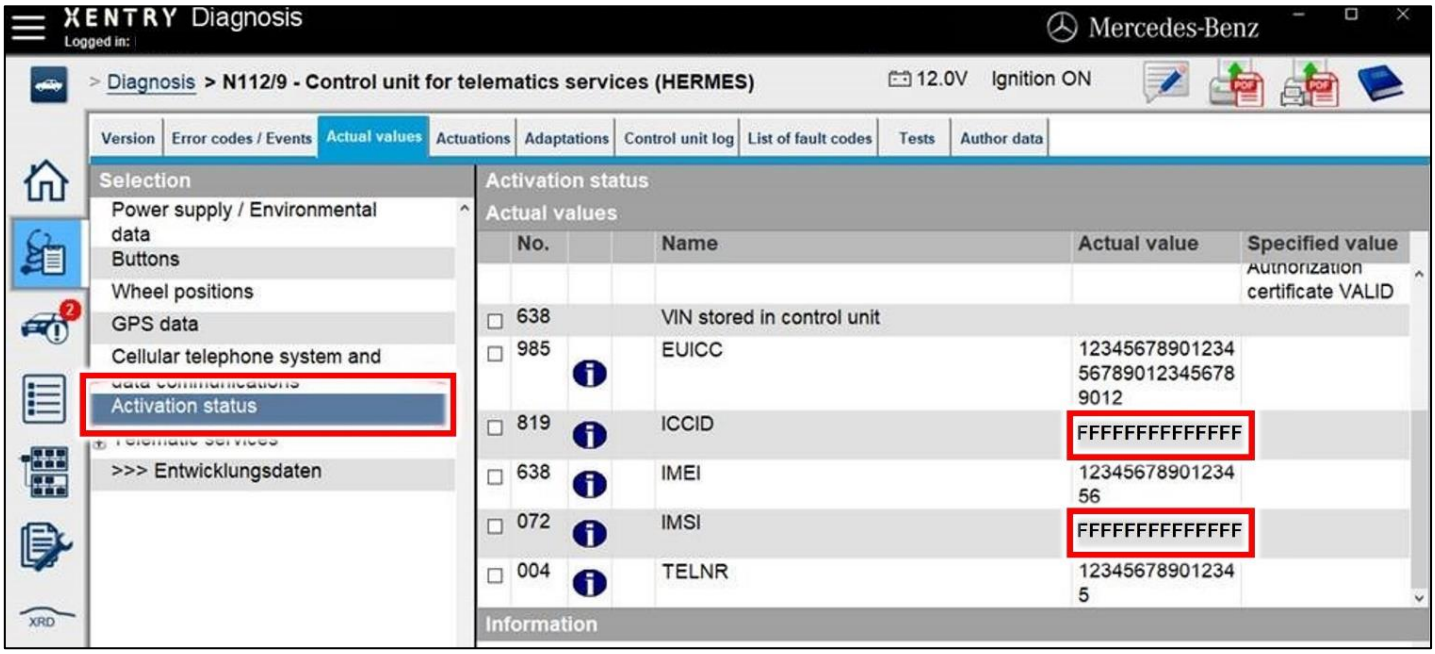

Figure 1

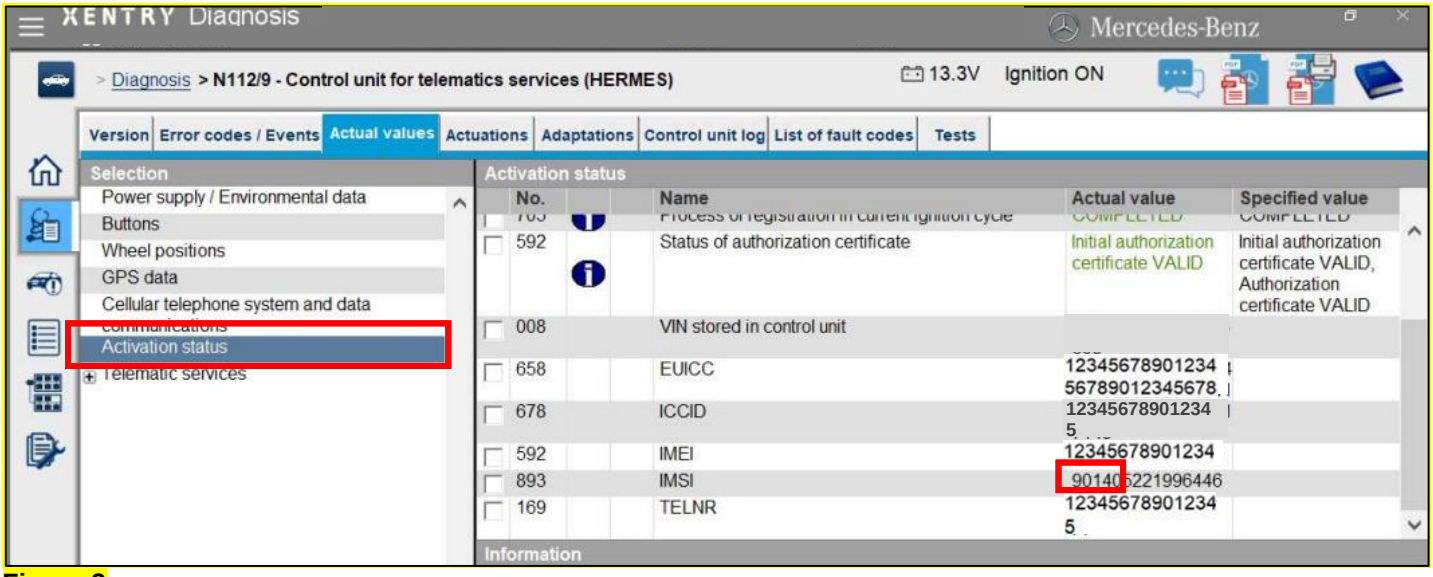

Figure 2

a. 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!

b. If XENTRY Diagnosis “IMSI” actual value starts with “90140…” **(Figure 2)**. **End Measure.**
NOTE: This must be documented in the Repair Order text!

c. 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 current 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.

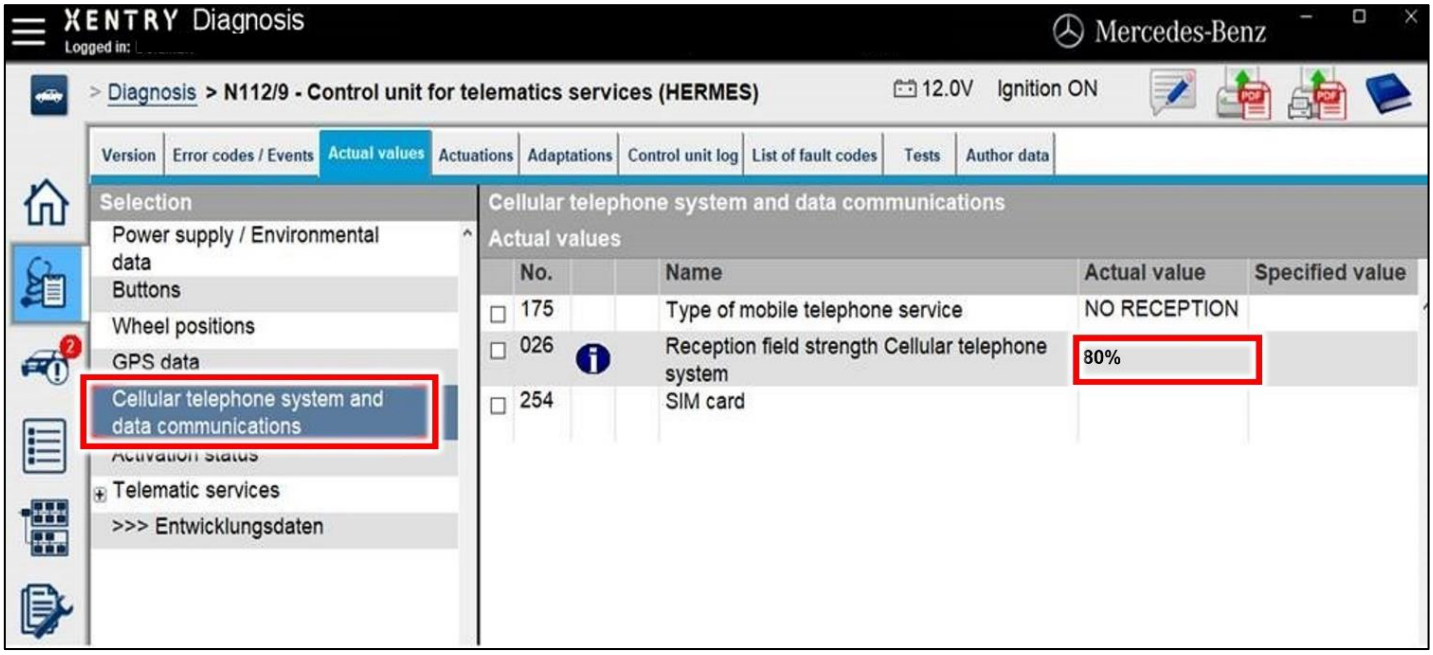

Figure 3

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 **(Figure 4).**

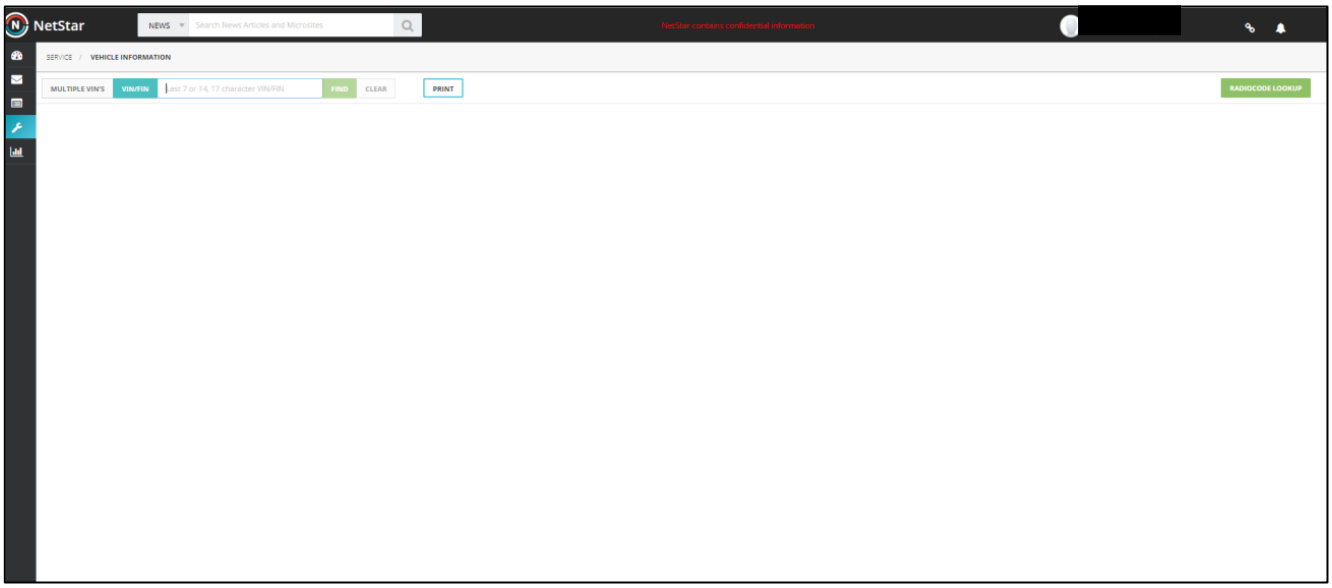

Figure 4

2. Search for the vehicle identification number (VIN) **(Figure 5)**.

   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.

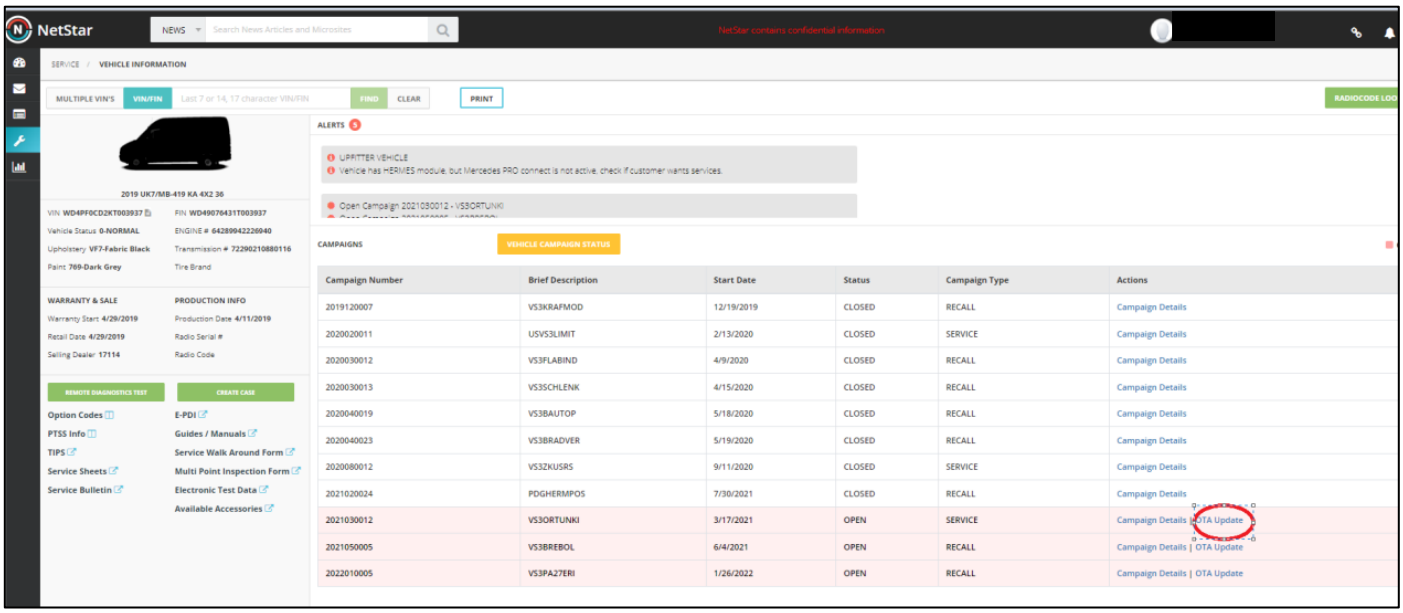

Figure 5 – In the "Actions" column, "OTA Update" is available, listed next to Campaign Number 2023110006

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

ⓘ A pop-up window requesting an EID number for the OTA update will appear **(Figure 6).**

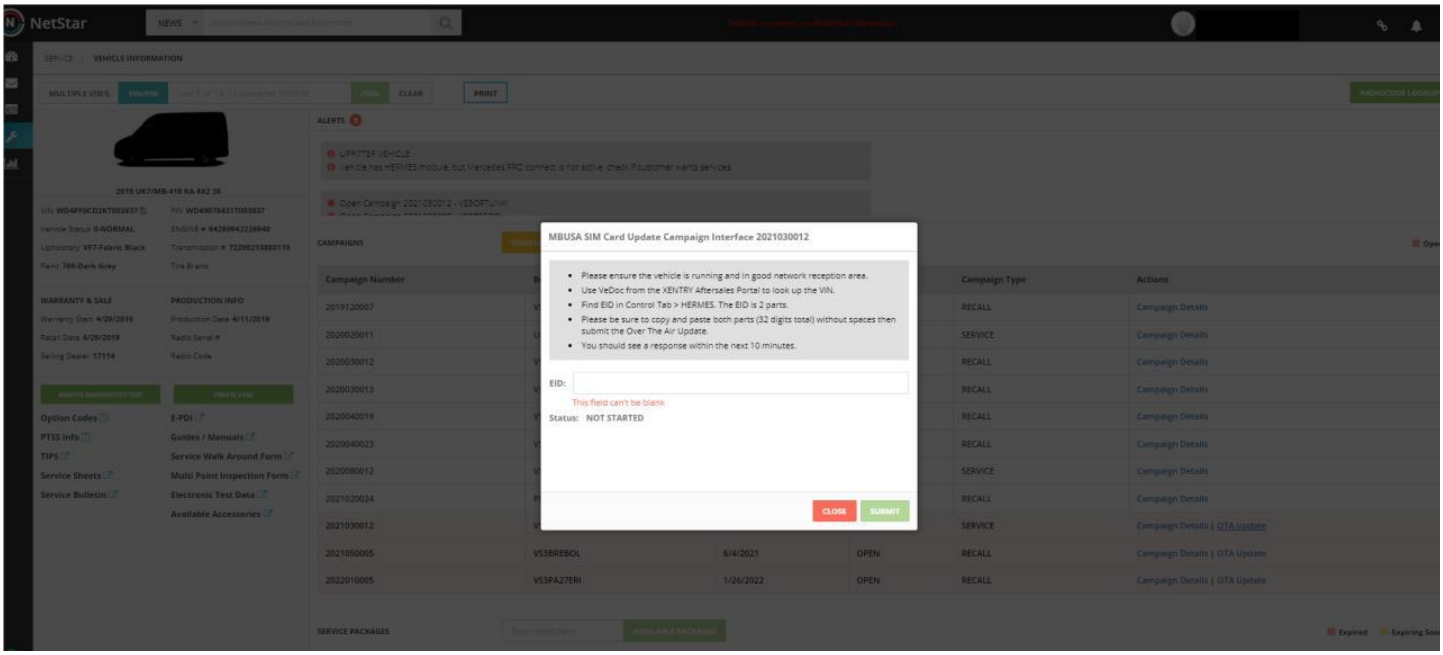

Figure 6

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

ⓘ To do this, enter the VIN, “Search”, select "Control units", and click on "Hermes - control unit" **(Figure 7).**

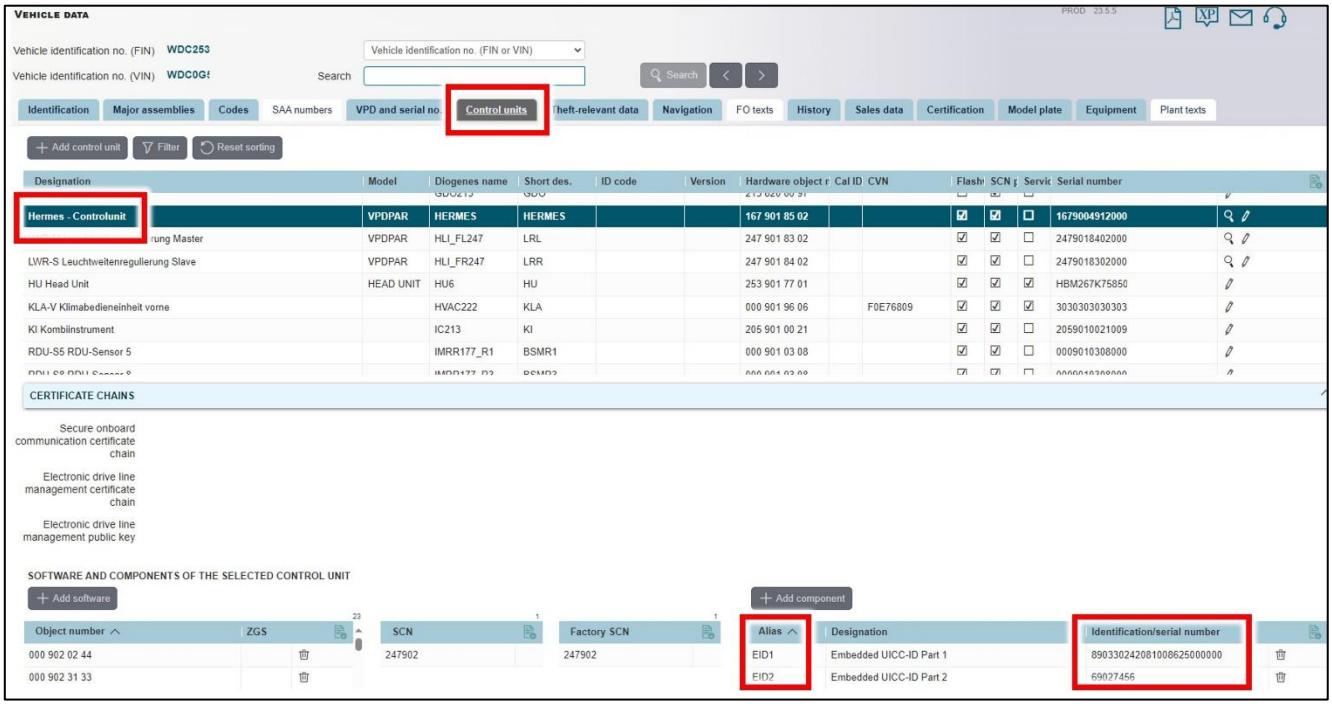

Figure 7

5. Enter the valid EID number and click on "Submit" **(Figure 8).**

ⓘ To do this, enter the **EID1 + EID2** numbers from VeDoc **without spaces or special characters** as shown. (e.g.: 8903302420810086250000006902745 6 – **EXAMPLE ONLY**).

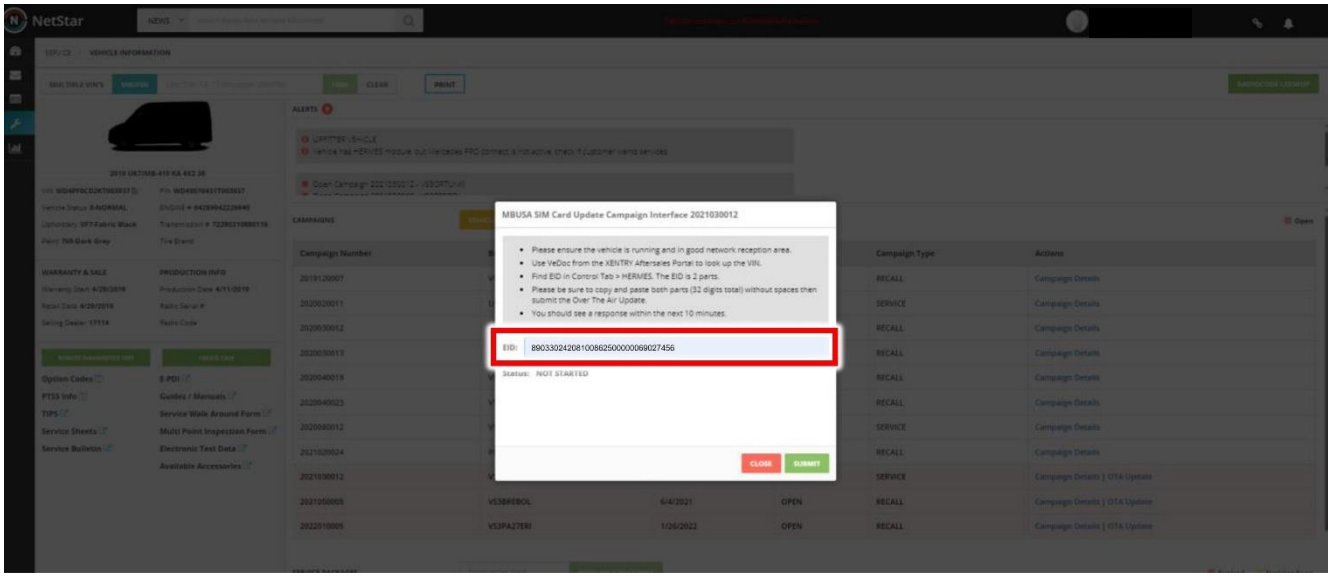

Figure 8 – *EID1 + EID2 input*

ⓘ 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).**

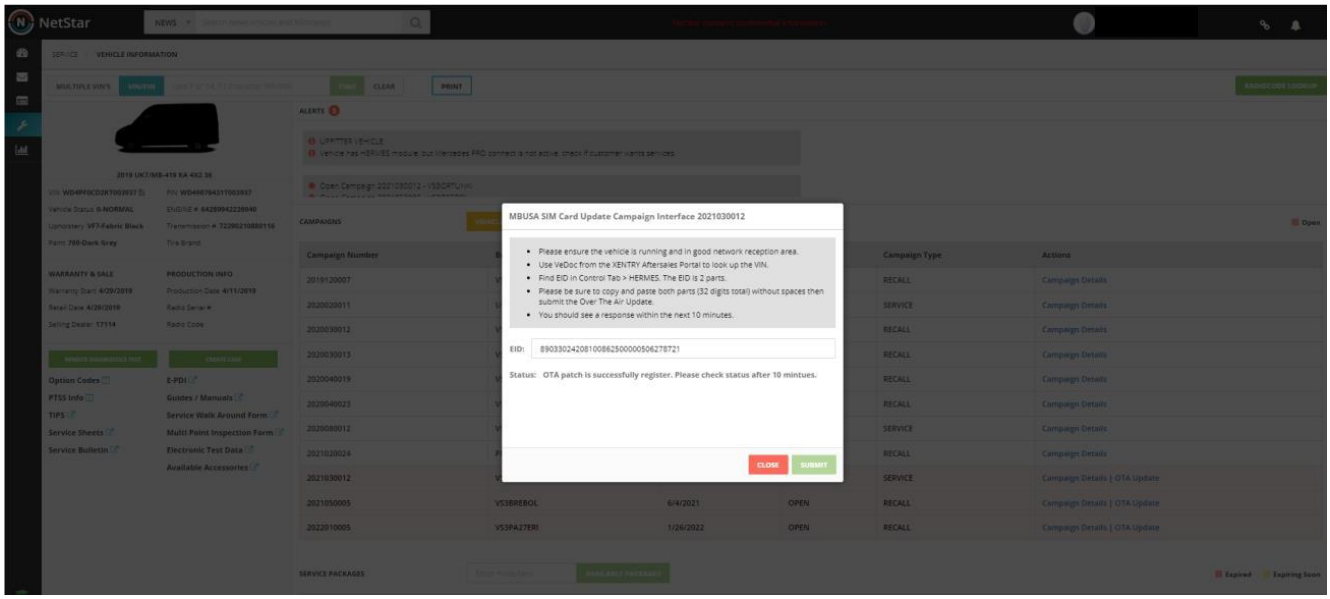

Figure 9 (screen on "NetStar" after the OTA update has been registered successfully)

Status: OTA patch is successfully registered. Please check status after 10 minutes

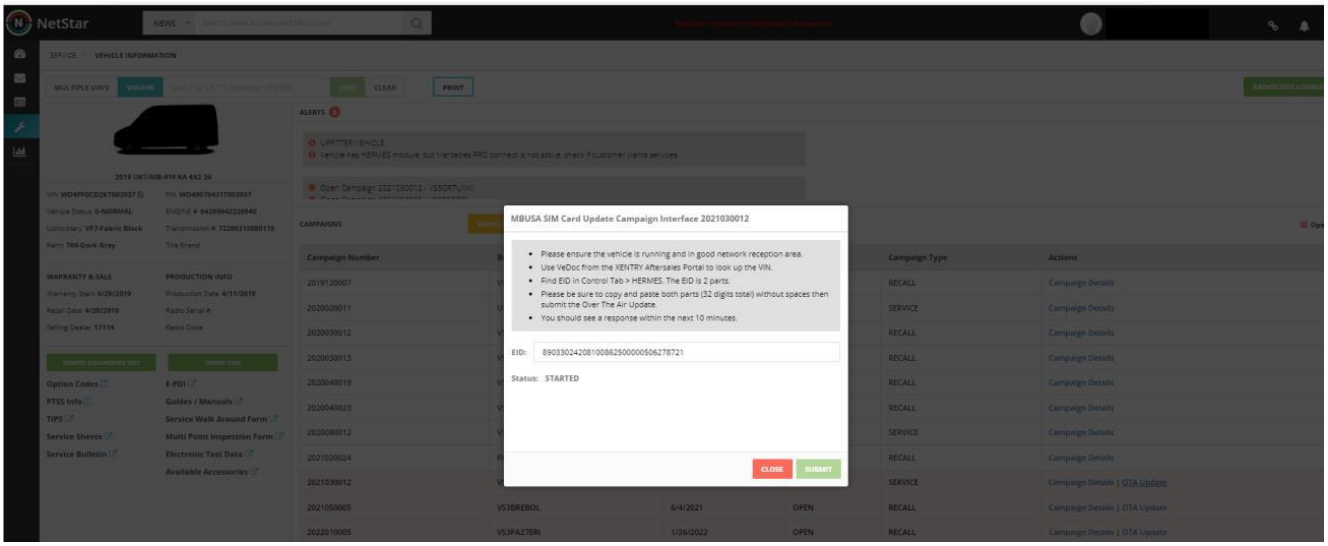

Figure 10 (screen on "NetStar" if "OTA update" is clicked again during the OTA update process)
Status: Started

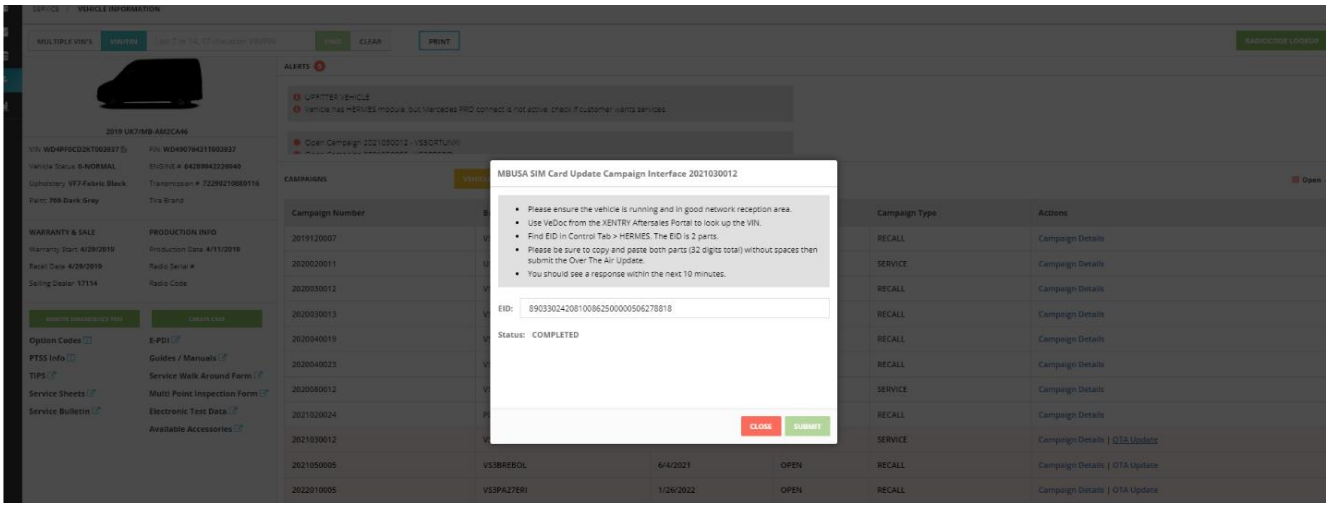

Figure 11 (screen on "NetStar" if the OTA update was successful)
Status: Completed

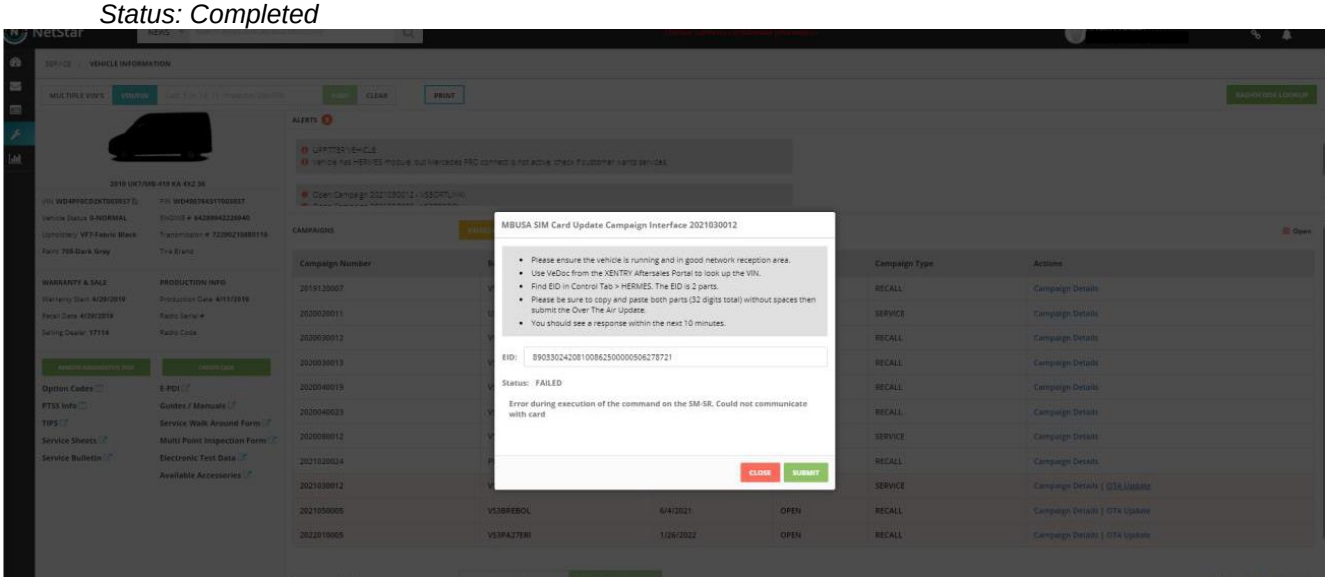

Figure 12 (screen on "NetStar" if the OTA update was not successful)
Status: Failed – Error during execution of the command on the SM-SR. Could not communicate with card.

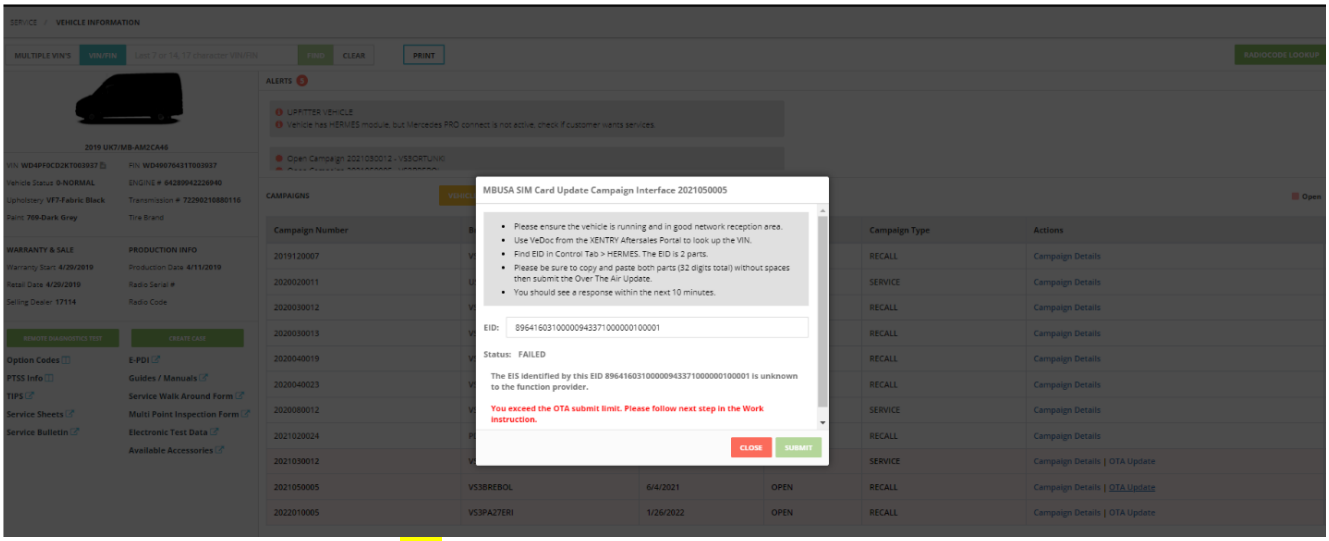

Figure 13 (screen on "NetStar" if two consecutive OTA updates were not successful)
Status: Failed – The EIS identified by this EID ####### is unknown to the function provider.
You exceed the OTA submit limit. Please follow next step in the work instructions

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 data of the SIM card in the HERMES control unit (N112/9) **is *not* updated** successfully OTA after the second attempt: Carry out **Work Procedures 3 and 4**.

b. If the data of the SIM card in the HERMES control unit (N112/9) **is updated** successfully OTA: Carry out only **Work Procedure 4**.

Work Procedure 3

1. 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 167:	AR82.95-P-0019ME
Models 217, 222:	AR82.95-P-0019LF
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 this error persists (attempt 3 times), please open a **Xentry Diagnosis** XSF ticket with a Quick Test and ID1 Support Package with Eventlogs from the flash attempt.

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 → N112/9 'telematics services' (HERMES) communication module → Actuations → Self-test".
   i Then follow the user guidance in XENTRY Diagnosis.
   i The result of the HERMES control unit (N112/9) function test must be **Successful**.

2. Disconnect XENTRY Diagnosis.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	HERMES Control Unit v3.0 (N112/9)	A 238 900 12 05

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.

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

Warranty Information

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) **Models 118, 177, 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
	12-2005	Disconnect/connect ground line of on-board electrical system battery in case of communication failure (with XENTRY Diagnosis connected) **Models 167, 213, 238, 253, 257, 290** **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 **Models 253, 293**	0.1
	12-1907	Update data of SIM card in HERMES control unit (OTA update) (after check) **Includes**: Carry out commissioning.	0.3

54 973 19	**12-1908**	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 205 (family 65)** with model codes 17, 27, 47, 49, 66, 75 **Model 217** with model codes 70, 83, 84, 87, 89, 90	0.3
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Models 118, 177, 213, 238**	0.5
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 167**	1.3
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 463 (family 77)**	0.7
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 205 (family 65)** 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) **Includes**: Carry out commissioning. **Model 205 (family 66), 222** **Model 205 (family 69)** with model codes 10, 20, 30, 81, 83, 85 **Model 217** with model codes 20, 40, 81, 82, 85, 86, 88 **Model 463 (family 76)**	0.3
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 205 (family 69)** with model codes 50, 60, 70, 82, 84, 86	0.8
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 247 (families 88 and 91)**	3.1
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 247 (family 92)**	3.2
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Model 253**	1.1
	12-1908	Replace HERMES control unit (after check) **Includes**: Carry out commissioning. **Models 257, 290**	0.4

** 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.*