MERCEDES-BENZ USA, LLC
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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 2012100005 – Models X164, 212, 221, 251, Model Year 2012. Update the Selective Catalytic Reduction (SCR) Control Module Software.	DATE: November 16, 2012

This Service Campaign is being launched today and the <u>9,872</u> affected vehicles will be flagged in VMI.

<u>Background</u>

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the SCR Control Module Software may not meet current specifications in the subject vehicles. This software update will optimize cold starting issues. Dealers will update the SCR Control Module Software at the next workshop visit.

<u>Parts</u> - **No parts are required. Software update rate is 100%.** Use DAS/Xentry 09/12 or higher.

<u>Owner Notification</u> - 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 causes, 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).

Campaign No. 2012100005, November 2012

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models X164, 212, 221, 251, Model Year 2012**
                   Update the Selective Catalytic Reduction (SCR) Control Module Software

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the SCR Control Module Software may not meet current specifications in the subject vehicles. This software update will optimize cold starting issues. Dealers will update the SCR 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.

Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 9,872 vehicles are affected.

Procedure

Note:
- Use DAS/Xentry 09/12 or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger.

1. Connect Star Diagnosis to vehicle.
2. Control units / Drive / SCR / Control unit adaptations / Control unit programming.
3. Follow on-screen instructions.

Note:
After updating SCR software, the MB object numbers for software (codes) for model 212.024 should be:
- 6429026501 and
- 6429033504

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

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update software in SCR control unit (02-7698).

Damage Code	Operation Number	Model Indicator(s)
47 901 40 8	02-5058	AK, BF, ED, FG,
	02-4762	
	02-7698	

Note
Operation code times are subject to change. Please refer to StarTime for current labor times