



One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350

STREET

newschannel update

to: smart Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign 2012120005 – Update Electric Drive Software with Latest Software Release. Model 451 Model Year 2011	DATE: February 1, 2013

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 439 affected vehicles will be flagged in VMI.

Background

Daimler AG (DAG), the manufacturer of smart vehicles, has determined that the electric drive software may not meet current specifications. To correct this condition, smart dealers will update the electric drive software at the next workshop visit. The electric drive software update rate is 100%.

Vehicles previously repaired in Service Campaign 2011120006: **Update Electric Drive Software** (released 1/13/12) are now included in this service campaign. Service Campaign 2012060001: **Update Electric Drive Software with Latest Software Release** (released 6/15/12) is now closed.

smart dealers not yet trained or not yet properly equipped with the required tools and equipment need to direct any smart electric drive vehicles to the nearest properly trained and equipped smart electric drive dealer due to risk of technician personal injury and/or damage to the vehicle.

Parts – None required.

Owner Notification – 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 smart TekInfo.

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, Daimler Vehicle Innovation USA LLC (DVIUSA) is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the smart Customer Assistance Center at 1-800-smartUSA (1-800-762-7887).