



Mercedes-Benz

MERCEDES-BENZ USA, LLC

One Mercedes Drive, P.O. Box 360, Montvale, NJ 07645-0360

Phone (201) 573-0600

Fax (201) 573-0117

MBUSA.com

service

# 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 2013060003 – Model 172 (SLK), 204 (C-Class) MY 2012 Update Engine Control Module Software	DATE: September 27, 2013

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 42,854 affected vehicles will be flagged in VMI.**

**Parts – No Parts are required. Software update rate is 100%. Use DAS/Xentry 07-08/13 with all associated patches or higher.**

**Owner Notification – As this is a voluntary customer care initiative, **no customer letter will be mailed.****

### Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the engine control module software does not correspond to current production configuration. An authorized Mercedes-Benz dealer will update the engine control module software at the next workshop visit.

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 may cause, 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).



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