



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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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 2013110002 - Models 166 (ML), X166 (GL), 172 (SLK), 204 (C), X204 (GLK), 207 (E-Coupe), 212 (E), 216 (CL), 218 (CLS), 221 (S), 231 (SL), 251 (R). Model Years 2011-2013 Update Fuel System Control Module Software	DATE: November 22, 2013

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 123,831 affected vehicles will be flagged in VMI.

Parts – No parts are required. Software update rate is 100%. Use Xentry /DAS version 09-10/2013 with add-on 3153 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 fuel system control module software does not correspond to current production configuration. As a result a Check Engine Light (CEL) may occur. An authorized Mercedes-Benz dealer will update the fuel system 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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Service Campaign Bulletin

Campaign No. 2013110002, November 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 166, X166, 172, 204, X204, 207, 212, 216, 218, 221, 231, 251**
Model Years 2011- 2013
Update Fuel System Control Module Software

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the fuel system control module software does not correspond to current production configuration. As a result a Check Engine Light (CEL) may occur. An authorized Mercedes-Benz dealer will update the fuel system 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.

Approximately 123,831 vehicles are affected.

Order No. S-SC-2013110002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

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Procedure**Note:**

- Use DAS/Xentry 09-10/13 with add-on 3153 or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the "pre-call" check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Update fuel system control module software (FSCU):

- DAS: Control units / Drive / FSCU / Control unit adaptations / Control unit programming.
- Xentry: Control unit view / Drive type / FSCU / Fuel pump / Adaptations / Control unit programming.

2. Follow on-screen instructions.

Note:

Please verify fuel system control module software number change after performing the software update.

Note:

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

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update fuel system control unit software (02-8323).

Damage Code	Operation Number	Labor Time (hrs.)
54 981 43 8	02-5058	0.1
	02-4762	0.1
	02-8323	0.1

Note

Operation Number labor times are subject to change.