



Action

Customer ONE Action

Date: February 2014
Action No.: C1A140101
Group: 82

Revision	Date	Purpose
A	02/21/14	Revision to Warranty information
-	02/07/14	Initial release

**SUBJECT: Models 129 (SL-Class), 163/164/166 (M-Class), X164/X166 (GL-Class), 170/171/172 (SLK-Class), 197 (SLS-Class), 199 (SLR-Class), 203/204 (C-Class), 204.9 (GLK-Class), 207 (E-Coupe/Cabriolet), 208/209 (CLK-Class), 210/211/212 (E-Class), 215/216 (CL-Class), 218/219 (CLS-Class), 220/221 (S-Class), 230 (SL-Class), 240 (Maybach), 251 (R-Class), 463 (G-Class)
Model Year 2001 – 2014
mbrace Service Verification**

This Customer 1 Action has been initiated because certain mbrace subscribers were recently contacted by mbrace informing them that they need to have an i-button call performed to ensure their mbrace device has registered with the Verizon Telematics systems. If the i-button call failed or if the customer was unable to perform the i-button call, the mbrace agent instructed the customer to make an appointment with their dealer to have the issue corrected and/or i-button call performed. The vehicles impacted range from model year 2002 to 2014.



Note:

In the event the mbrace subscription has expired on a vehicle subject to this Action please close the Customer One Action by submitting a warranty claim for 0.1 hours using the campaign damage code. No further action required.

Prior to performing this Customer 1 Action:

Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.

Procedure

1. Press the i-button to perform an i-call:
 - a. If the i-call goes through properly, speak to an agent, ensure that you are speaking with an mbrace representative, and inform the agent you are performing mbrace Customer 1 Action. If the agent can verify your location right away then the mbrace hardware is set up properly: Procedure is complete.
 - b. If the call does not go through properly, then continue with the following steps.
2. If nothing happened at all when you pressed the i-button:
 - a. Perform a 3-button press by pressing and holding the SOS button, wrench button, and i-button simultaneously for: 5-10 seconds. You will hear a Verizon Wireless message indicating "your phone is being programmed".
 - b. If the 3 button press was successful, try an i-call as indicated in step 1.
 - c. If the 3 button press was not successful, repeat step 2. If it fails again, please contact mbrace dealer support (877-826-6319), having the VIN ready, along with the mbrace's Serial Number and MEID. mbrace dealer support will have to assign a new MIN/MDN pair to the MEID
 - d. After a new MIN/MDN is assigned, please try step 2a again. If it fails again, please manually program the MIN and MDN using SDS by performing an initial startup of the mbrace control unit. If manual coding is successful, please try an i-call as indicated in step 1.
3. If a call was made, but there were network errors, or some other error:
 - a. Use Xentry to deactivate the mbrace control unit (mbrace → Adaptations → Deactivate or deprovision).
 - b. While in a diagnostic session, ensure that the phone numbers are set to dial HTI:
 - i. **In DAS:** Control Units → Information and communication → Audio, video, navigation and telematics - Tele aid → Control Unit Adaptations → Telematic Services: Phone Numbers → Hughes HTI.
 - ii. **In Xentry:** Select mbrace → Select the "Adaptations" tab → In the menu item "Teach-in process" select "Coding phone numbers" → Change coding to HTI USA.
 - c. After deprovisioning (deactivating), end the diagnostic session and follow the steps from 2a.
4. If after the above steps you cannot perform a successful i-call, please create a PTSS case to resolve the issue.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Perform mbrace service verification (02-0001)

Damage Code	Operation Number	Labor Time (hrs.)
21 560 00 8	02-5058	0.1
	02-4762	0.1
	02-0001	0.3



Note

Operation Number labor times are subject to change.