



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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

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 2014060003 – SCN code the Engine Control Module, MY 2014 ML (166), GL (X166)	DATE: June 20, 2014

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 7,507 affected vehicles will be flagged in VMI.**

**Parts – No parts are required. Software update rate is 100%.** Use Xentry /DAS version 05-06/2014.

**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 an SCN coding to the engine control module will optimize the transmission shift quality. An authorized Mercedes-Benz dealer will SCN code the engine control module 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).



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany