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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 2014110004 -Update COMAND Control Module Software. Models 166 (ML), X166 (GL), 172 (SLK), 204 (C-Coupe), 207 (E-Coupe), 212 (E), 231 (SL). Model Year 2015	DATE: December 5, 2014

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 30,157 affected vehicles will be flagged in VMI.

Parts – No parts are required. Software update rate is 100%. Use Xentry /DAS version 09-10-11/14/2014

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

What's the Issue:

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the software in the COMAND control module does not meet specifications. As a consequence, the customer may not be able to change channels during SDARS reception. The display shows "Updating channel". To correct his condition an authorized Mercedes-Benz dealer will update will update the COMAND control module software at the next dealer 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

Campaign No. 2014110004, December 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 166, X166, 172, 204, 207, 212, 231, Model Year 2015**
Update COMAND Control Module Software

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the software in the COMAND control module does not meet specifications. As a consequence, the customer may not be able to change channels during SDARS reception. The display shows "Updating channels". To correct this condition dealers will update the COMAND control module software at the next dealer 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 30,157 vehicles are affected.

Order No. S-SC-2014110004

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.

Procedure

i Note:

- Use DAS/Xentry 09-10-11/14 with add-on 4100 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 software for COMAND control module:
Control units view / Information and communication / COMAND / Adaptations / Control unit programming
2. Follow on-screen instructions.

i 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 COMAND control unit software (02-8776).

Damage Code	Operation Number	Labor Time (hrs.)
82 951 39 8	02-5058	0.1
	02-4762	0.1
	02-8776	0.1

i Note

Operation Number labor times are subject to change.