



Mercedes-Benz

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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: <b>Service Campaign 2014090004 -Update 360 degree Camera Control Module Software. Model 222 (S-Class). Model Year 2014-2015</b>	DATE: September 26, 2014

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 9,833 affected vehicles will be flagged in VMI.**

**Parts - No parts are required. Software update rate is 100%.** Use Xentry /DAS version 07-08/2014

**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 on approximately 9,833 S-Class (222 MY 14-15) vehicles the software for the 360 degree camera control module does not correspond to current production specifications and this may lead to issues during nighttime use. To correct this condition an authorized Mercedes-Benz dealer will update the 360 degree camera 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).



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