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smart

newschannel update

TO: smart Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign 2016060002 Model 451, Model Years 2013 - 2016 Update Battery Management System Control Module Software	DATE: July 1, 2016

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

This Service Campaign is being launched today and the **4,278** affected vehicles are flagged in VMI.

Parts: No parts are required as this is a software update. Software update rate is 100%.

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

What's the Issue:

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of smart vehicles, has determined that on certain smart vehicles (451 platform) the software for the battery management system may not correspond to the series level software configuration. An authorized smart Dealer will update the battery management system control module software during the next workshop visit.

A copy of the campaign bulletin is attached, and may also be found on smart TekInfo.

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, smartUSA is determined to maintain a high level of vehicle quality and customer satisfaction

Please refer all customer inquiries to the smart Customer Assistance Center at 1-800-smartUSA (1-800-762-7887).

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2016060002, July 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 451, Model Years 2013 - 2016**
Update Battery Management System Control Module Software

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain smart vehicles (451 platform) the software for the battery management system may not correspond to the series level software configuration.

An authorized Mercedes-Benz dealer will update the battery management system control module software during 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 4,278 vehicles are affected.

Order No. SM-SC-2016060002

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.

Service Campaign Bulletin

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Procedure

i Note:

- Use DAS/Xentry 05-06/16 with all associated patches 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 N82/2 battery management system control module software:
Systems ➡ N82/2 (Battery management system control unit) ➡ Control unit 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 control module software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 987 41 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1

* This operation number can be claimed up to 5 times.

i Note

Operation Number labor times are subject to change.