

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2018020001, February 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 217 and 222 Model Year 2017**
Perform SCN coding in telematics services control unit

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY17 217, 222 (S-Class, S-Class Coupe) vehicles, it is possible that the coding of the telematics services (HERMES) control unit does not correspond to current production specification. It is possible that the WLAN connection between the COMAND and telematics services (HERMES) control units could be deactivated, affecting the internet connectivity of Mercedes Benz Apps as well as the vehicle's internet connectivity. An authorized Mercedes-Benz dealer will update the coding for the telematics services (HERMES) control unit in the affected vehicles.

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 276 vehicles are affected.

Order No. P-SC-2018020001

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.

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**Note:**

- Use DAS/Xentry 09/2017 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.

Procedure**1. Update HERMES control unit software.**

To do so, select menu item "Control units view" ➡ Information and communication ➡ Control unit for telematics services ➡ Adaptations ➡ Control unit update ➡ Update of SCN coding".



Then follow the user guidance in XENTRY DIAGNOSTICS/DAS.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Perform SCN coding in telematics services control unit (02-9446)

Damage Code	Operation Number	Labor Time (hrs.)
54 993 41 8	02-5058	0.1
	02-4762	0.1
	02-9446	0.1



If two or more software updates or SCN codings are performed during a workshop visit, the operation items 02-4762 and 02-5058 can be invoiced **only once for each workshop order!**

**Note**

Operation Number labor times are subject to change.