

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification MY17-19 smart (453) Update Battery Management System SW	DATE: April 26, 2019

IMPORTANT SERVICE CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	Campaign Desc. :	Update Battery Management System Software
2019030010	18P5490308	
<p>This is to notify you of the Service Campaign LAUNCH for certain Model Year 2017-2019 smart (453 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on April 26, 2019.</p>		
Background		
Issue	<p>Daimler AG ("DAG"), the manufacturer of smart vehicles, has determined that on certain Model Year ("MY") 2017-2019 smart fortwo (453 platform) vehicles, the installed software for the Battery Management System ("BMS") control unit does not correspond to current production specifications. As a result, the vehicle may show an erroneous warning message alerting the driver that "Service is required". Additionally, if the message persists, the vehicle may not be able to be started.</p>	
What We're Doing	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the BMS control unit software on the affected vehicles.</p>	
Parts	<p>Parts are not necessary as the remedy is software-based</p>	
Vehicles Affected		
Vehicle Model Year(s)	2017-2019	
Vehicle Model	smart	
Vehicle Populations		
Total Campaign Population	2184	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>	
<p>While we regret any inconvenience this may cause, MBUSA 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.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2019030010, April 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model smart fortwo (453 platform) vehicles**
Model Year 2017-2019

Update battery management system (BMS) control unit software

Daimler AG ("DAG"), the manufacturer of smart vehicles, has determined that on certain Model Year ("MY") 2017-2019 smart fortwo (453 platform) vehicles, the installed software for the Battery Management System ("BMS") control unit does not correspond to current production specifications. As a result, the vehicle may show an erroneous warning message alerting the driver that "Service is required". Additionally, if the message persists, the vehicle may not be able to be started.

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 2,184 vehicles are affected.

Order No. S-SC-2019030010

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.

i Note:

- Use Xentry 12/18 with all associated patches or higher.
- Follow the steps exactly as described in 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.

Work procedure





1. Disable high-voltage system.

i For basic data, see **AR54.10-P-1160SRE**.

i Replace seal for the power electronics cover.

2. Connect XENTRY Diagnosis.

3. Update battery management system (BMS) control unit software.

i To do so, select menu item "Quick test view  N82/2 - Battery management system (BMS)  Adaptations  Control unit update  Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

4. Start up high-voltage system.

i For basic data, see **AR54.10-P-1160SRE**.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Seal	A 453 528 03 00	100%

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update battery management system (BMS) control unit software (02-9334)
 Enable/start up high-voltage on-board electrical system (02-6508)

Damage Code	Operation Number	Labor Time (hrs.)
54 903 08 8	02-5058	0.1
	02-4762	0.1
	02-9334	0.1
	02-6508	0.9

i Note Operation Number labor times are subject to change