

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020120013 December, 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Model Year MY20-21
Update Radio Software**

MBAG, the manufacturer of Mercedes-Benz Metris Vans, has determined that some Metris vehicles with Audio 30 or Audio 40 radio systems (GARMIN successor model to Pioneer) have no license for Apple CarPlay/Android Auto. This results in the customer not being able to use this function.

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 **4,817** vehicles are affected.

Order No. V-SC-2020120013

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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**Model 447.6##/7## ## as of 687601 up to 790228
with code E3C (Audio 30)**



with code XZ1 (Model generation 1)





**Model 447.6##/7## ## as of 687601 up to 790228
with code EA4 (Audio 40)**






with code XZ1 (Model generation 1)





Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Acc. no.	Code
P	02 1020	Operations: Update radio software	0.4hrs	82 951 53	VS2APLAYL I

	Check		
1	Check whether vehicle is affected by measure	Affected vehicles: Update software of radio (code: VS2APLAYLI)  For authorized Mercedes-Benz service partners, only the entry in the "Extended VEGA Application" (EVA) system, in the "Current" tab is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.	SM82.60-S-0031-01AAA

<p>3</p> <p> SI</p>	<p>Check part numbers for hardware of radio/radio navigation (N87/15) using XENTRY Diagnosis.</p> <p>Service Information: Regio DVD and Retail Data Storage</p>	<p>Model 447.6###7### ## as of 687601 up to 728868</p> <p> To do this, select the following menu items: Quick test view → N87/15 - Radio/Radio - Navigation (RD) (Code: E3C, EA4) → Version</p> <p>If part number 447 901 77 06 or 447 901 82 06 is specified for hardware in XENTRY Diagnosis, ↓ continue with operation step 4. If part number 447 901 77 06 or 447 901 82 06 is not specified for hardware in XENTRY Diagnosis, ↓ Replace radio/radio navigation (N87/15).</p>	<p>SI00.01-D-0044SG</p>
<p> AR</p>		<p> The radio/radio navigation (N87/15) (control unit replacement with commissioning of the new installed control unit) must also be commissioned as part of this operation step. Here, the software in the radio/radio navigation (N87/15) is updated with the latest available version. Always use the latest XENTRY Diagnosis software release for this. For further information on Retail Data Storage, see service information above.</p>	<p>AR82.60-S-7502E</p>

		Update software	
4	Install the 12 V charger.	<p>Only if the radio/radio navigation (N87/15) was not replaced.</p> <p> During the entire work procedure a sufficiently large voltage supply must be provided for the vehicle's on-board electrical system. Otherwise any undervoltage that occurs may damage the control units.</p> <p> Follow the operating instructions for the 12 V charger.</p> <p> Use the charger to ensure that an adequate power supply (min. 12.5 V) is provided for the on-board electrical system battery.</p>	AR54.10-S-1127E
5	Install vehicle diagnosis system.	<p>If XENTRY Diagnosis is not yet installed and only if the radio/radio navigation (N87/15) was not replaced.</p> <p> Always use the latest XENTRY Diagnosis software. For further information on Retail Data Storage, see service information above.</p> <p> It is essential to follow the operation steps in the diagnostic system.</p> <p>If XENTRY Diagnosis is already connected to vehicle, ↓ continue with operation step 6.</p>	AD00.00-S-2000-04E SI00.01-D-0044SG
	Service Information: Regio DVD and Retail Data Storage		

<p>6</p> <p> AR</p>	<p>Update software for radio/radio navigation (N87/15).</p>	<p>Only if the radio/radio navigation (N87/15) was not replaced.</p> <p></p> <p>To do this, select the following menu items:</p> <p>Quick test view → N87/15 - Radio/Radio - Navigation (RD) (Code: E3C, EA4) → Adaptations → Control units update → Updating of control unit software</p> <p></p> <p>You are then automatically guided through the steps "Updating of control unit software" and "SCN coding". It is essential to follow the operation steps in the diagnostic system.</p>	<p>AR54.21-S-0014E</p>
<p>7</p>	<p>Remove vehicle diagnosis system from vehicle.</p>	<p>Only if the radio/radio navigation (N87/15) was not replaced.</p>	
<p>8</p> <p> AR</p>	<p>Remove the 12 V charger from vehicle.</p>	<p>Only if the radio/radio navigation (N87/15) was not replaced.</p>	<p>AR54.10-S-1127E</p>