

SERVICE BULLETIN

Reference number:	SB-55-1465V2	Issued: 16 July, 2021
Subject:	Windscreen Demist Improvement	
Model(s):	DBX	
VIN Range:	Part A: All DBX Part B: VINs to V00832 only	
Applicable to:	All Dealers	
Distribute to:	Head of Business After Sales Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Reason for Version 2 of this Service Bulletin

New software is available to improve the demist function. The procedure to update the HVAC module has been added in steps 1 to 14. The changes to this document have a black line against them in the left margin. Please destroy all copies of SB-55-1465 and replace them with Service Bulletin SB-55-1465V2.

Reason for this Service Bulletin

It is possible that the windscreen on a DBX does not demist fast enough. If a customer finds that the demist function is unsatisfactory, the HVAC module can be flashed. Do Part A of the workshop procedure that follows.

If the demist function is still unsatisfactory, the demist duct and vent can be replaced. Do Part B of the workshop procedure that follows.

Workshop Procedure

CAUTIONS: CONNECT THE AMDS 2.0 EQUIPMENT TO AN ELECTRICAL SUPPLY WHEN YOU DO THE PROCEDURE THAT FOLLOWS. IF THE LAPTOP BATTERY VOLTAGE DECREASES DURING THE SOFTWARE UPDATE, THE UPDATE CAN FAIL AND CAN CAUSE DAMAGE TO THE MODULE.

YOU MUST CONNECT A BATTERY CHARGER TO THE VEHICLE BEFORE YOU DO DIAGNOSTIC PROCEDURES. IF THE VEHICLE BATTERY VOLTAGE DECREASES DURING THE PROCEDURE, THE SOFTWARE UPDATE CAN FAIL AND CAN CAUSE DAMAGE TO THE MODULE.

Notes: *Make sure that the AMDS 2.0 software has updated to the latest version. The AMDS 2.0 software will need a good Internet connection (minimum broadband speed of 2 Mbit/second) to make sure that the software is updated correctly.*

A high output battery charger (minimum of 80 A) is necessary to meet the demand of the radiator cooling fan. The battery charger must also be compatible with Absorbent Glass Mat (AGM) type batteries.

Part A

1. Set the ignition to on but do not start the engine.
2. Connect the Vehicle Communication Interface (VCI) to the vehicle by using the Diagnostic Link Cable (DLC).
3. Start the AMDS 2.0 software and, if necessary, update to the latest version.

- 4. Select "Flash" (refer to Figure 1).

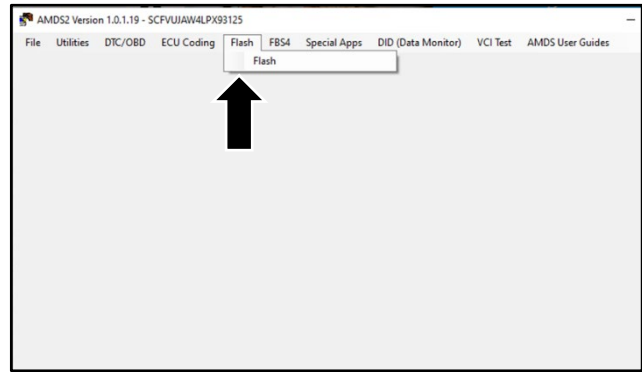


Figure 1

- 5. Select the "HVAC" module then click "OK" (refer to Figure 2).

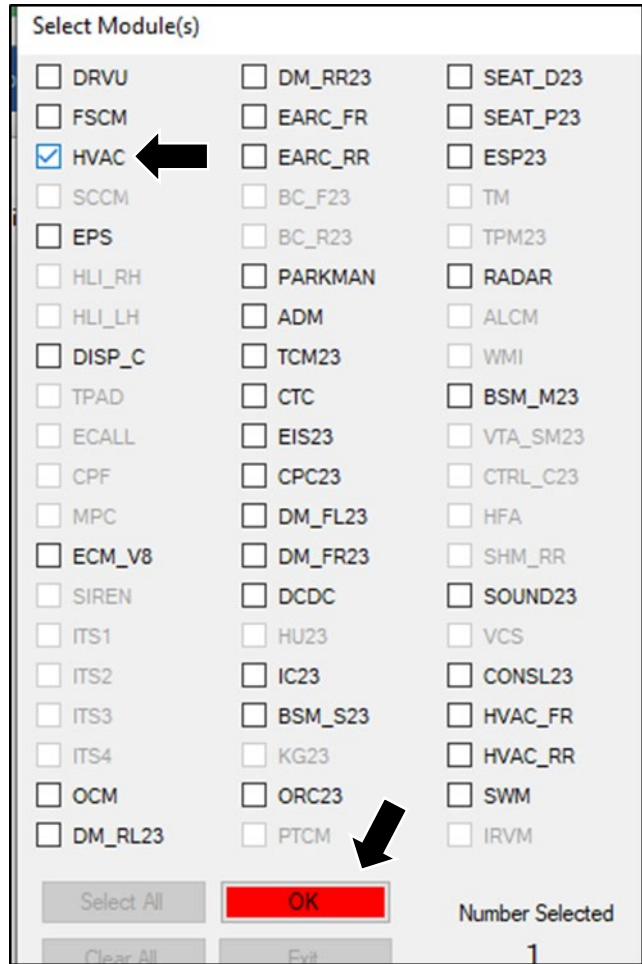


Figure 2

- 6. Select "Flash Download" (refer to Figure 3).

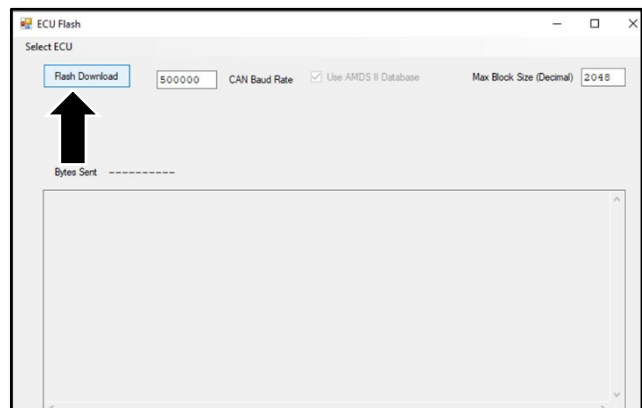


Figure 3

7. When the software update is complete, close the “Flash” window.
Note: The update is complete when “Post-programming sequence completed OK. VCI Disconnected. DRVU reset OK” is shown.
8. Clear any Diagnostic Trouble Codes (DTCs) stored for the “HVAC” module.
9. Set the ignition to off.
10. Wait a minimum of 20 minutes to let the modules fully shut down.
11. Set the ignition to on but do not start the engine.
12. In the “DTC Read” window select the HVAC module then select “Pt. Numbers”.
 Do a check and make sure the software patch level is: 21-11-80 (refer to Figure 4).

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Requesting DID: &hF100, Raw Hex      # 00023B03
--Diagnostic Variant                 : 82
--Diagnostic Version                 : 38
--Diagnostic Session                 : 3, Extended
Requesting DID: &hF111, Raw Hex      # 30303039303139363036
--Mercedes Car Group Hardware        : 01) 0009019606
Requesting DID: &hF121, Raw Hex      # 30393339303236313030
--Mercedes Car Group Software        : 01) 0939026100
Requesting DID: &hF150, Raw Hex      # 112801
--Hardware Year\Week\Patch Level     : 01) Year=17, Week=40, Patch Level=1
Requesting DID: &hF151, Raw Hex      # 150B50
--Software Year\Week\Patch Level     : 01) Year=21, Week=11, Patch Level=80
Requesting DID: &hF154, Raw Hex      # 0015
--Hardware Supplier                   : 01) Hella
Requesting DID: &hF155, Raw Hex      # 0015
--Software Supplier                   : 01) Hella
Requesting DID: &hF15b, Raw Hex      # 0100DB150609454401F2
--Fingerprint Software Sig/CRC       : 01) Software Valid
--Fingerprint Hardware HW/SW Match test : 01) Hardware/Software Match
--Fingerprint Hardware SW/SW Match test : 01) Software/Software Match
--Fingerprint Memory State test      : 01) Memory Programmed
--Fingerprint Last programmed By     : 01) Aston Martin
    
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Figure 4

13. Make sure there are no DTCs stored for the HVAC module.
14. Disconnect the VCI from the vehicle and shut down AMDS 2.0.
15. Do a check of the windscreen demist system. If it does not operate satisfactorily go to Part B.

Part B (VINs to V00832 only)

16. Open a “WW” request on SpotLight to Replace the Windscreen Demist Duct and Vent.
17. If the “WW” request is approved, replace the Windscreen Demist Duct and Vent (Remove and Install New Part) (refer to Workshop Manual procedure: 30.07.CT).

Part Data

Description	Part Number	Quantity
Moulding Defrost Duct	MY83-04432-AB	1
Grille	MY83-18C490-BA	1
Foam Sealing	MY83-18B182-AA	As supplied

Warranty Data**Procedure and Labour Time****Tier A**

Description	Labour Time	ROT Code
Flash the HVAC	0.2 hours	70.03.AE

Tier B

Description	Labour Time	ROT Code
Flash the HVAC	0.2 hours	70.03.AE
Replace the Windscreen Demist Duct and Vent	10.75 hours	30.07.CT

Failure Mode Description

Select the failure modes that follow when you make a claim through the Warranty system:

Subsystem	Location	Component	Mode of Failure
ELECTRICAL	CABIN – CLIMATE CONTROL	SWITCH / CONTROL - CENTRE STACK - CLIMATE CONTROL	POOR PERFORMANCE - HARD TO OPERATE

If you have any questions related to this document, please refer to the 'Contact Us' link on this webpage or contact your local Dealer or After Sales Manager.

The English version of this Service Bulletin is written in Simplified Technical English to ASD-STE100™.