

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 Update Battery Management Software MY17-19 453 (Smart-Class)	DATE: November 5, 2021

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



Service Campaign Launch Notification		November 5, 2021
Campaign No. :	Campaign Desc. :	Update Battery Management Software
2021080017	21P5498926	
<p>This is to notify you of the Service Campaign Launch to update the battery management software in 2451 Model Year (“MY”) 2017-2019 Smart-Class (453 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on November 5, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2017-2019 Smart-Class (453 platform) vehicles, the software for the battery management system does not correspond with the current series production configuration. It may be possible that a fault message displays in the instrument cluster and subsequently inhibits vehicle starting.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the battery management software.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2017-2019	
Vehicle Model	Smart-Class	
Vehicle Populations		
Total Campaign Population	2451	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
<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. 2021080017, November 2021

TO: ALL MERCEDES-BENZ CENTERS

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

Update Battery Management System Control Unit Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2017-2019 Smart-Class (453 platform) vehicles, the software for the battery management system does not correspond with the current series production configuration. It may be possible that a fault message displays in the instrument cluster and subsequently inhibits vehicle starting. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the battery management software.

Prior to performing this Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 2451 vehicles are affected.

Order No. P-SC-2021080017

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

Service Campaign Bulletin


Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Update battery management system control unit software

Model 453

- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (03/2021)** or higher.
- Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** ( greater than 12.5 V).

i If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762, 02-5058 and 02-6508 may be invoiced **only once for each workshop order!**

Work procedure

1. Perform power disconnect for high-voltage system.

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

i Replace power electronics cover seal.

2. Connect XENTRY Diagnosis.

3. Update **N82/2 battery management system (BMS)** control unit software.

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

i Then follow the user guidance in XENTRY Diagnosis.

4. Perform commissioning for high-voltage system.

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

5. Disconnect XENTRY Diagnosis.
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Primary Parts Information

Qty.	Part Name	Part Number
1	Seal	A 453 528 03 00

i Note:

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: (02-6508)	Perform power disable/commissioning for high-voltage on-board electrical system (with XENTRY Diagnosis connected) <u>Includes:</u> Replace power electronics cover seal
(02-9334)	Update battery management system control unit software (with XENTRY Diagnosis connected)
(02-4762)*	Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)
(02-5058)*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)

Damage Code	Operation Number	Labor Time (hrs.)
54 989 26	02-6508	0.9
	02-9334	0.1
	02-4762*	0.1
	02-5058*	0.1

* Operation item may only be invoiced once for each repair order!

i Note

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.