

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 Notification Retrofit Augmented Reality Camera - Supplement MY21-22 167, 177, 213, 247, 257, and 290 (A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class)	DATE: March 18, 2022

IMPORTANT SERVICE CAMPAIGN INFORMATION UPDATE

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		March 18, 2022
Campaign No. :	Campaign Desc. :	Retrofit Augmented Reality Camera – Supplement
2022010001	21P0699002	
<p>This is to notify you of the Service Campaign Supplement to retrofit the augmented reality camera in 2,638 Model Year (“MY”) 2021-2022 A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, and 290 platform) vehicles. An additional 1,491 vehicles will be visible and flagged in VMI as “OPEN” on March 18, 2022.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has produced certain MY 2021-2022 A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, and 290 platform) vehicles without the augmented reality camera (“ARC”), as disclosed at the time of sale to the vehicle purchaser. As a result, the ARC and "Dash-cam" functions are currently not enabled.	
What We’re Doing	MBUSA will conduct a Service Campaign where an authorized Mercedes-Benz dealer will retrofit the augmented reality camera to the vehicle and enable the ARC and “Dash-cam” functions on applicable vehicles.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021-2022	
Vehicle Model	A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class	
Vehicle Populations		
Total Campaign Population	2,638 (1,491 additional vehicles added)	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This campaign may generate questions from your dealers.</p> <p>This campaign also includes an owner notification letter, which will be mailed to the supplemental VINs on April 1, 2022.</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. 2022010001, February 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various models**
Model Year 2021-2022

Retrofit Augmented Reality Camera - Supplement

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has produced certain MY 2021-2022 A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, and 290 platform) vehicles without the augmented reality camera ("ARC"), as disclosed at the time of sale to the vehicle purchaser. As a result, the ARC and "Dash-cam" functions are currently not enabled. MBUSA will conduct a Service Campaign where an authorized Mercedes-Benz dealer will retrofit the augmented reality camera to the vehicle and enable the ARC and "Dash-cam" functions on applicable vehicles.

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 2,638 vehicles are affected.

Order No. P-SC-2022010001

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

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Retrofit augmented reality camera (AR)

Model 118, 167, 177, 213, 238, 243, 247, 253, 257, 290, 293

- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (06/2021)** 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 charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

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

Work Procedure

1. Retrofit augmented reality (AR) camera.

i For basic data, see (**AR54.30-P-0004***).

i * Select the WIS document according to the vehicle model.

i Carry out commissioning **only via** a LAN cable between XENTRY Diagnosis and the vehicle.

2. Connect XENTRY Diagnosis.

3. Calibrate **augmented reality camera (KAR)** control unit.

i To do this, select menu item "Quick test view – B84/14 augmented reality camera (KAR) - Adaptations – Teach-in processes – Retrofitting of control unit "augmented reality camera (KAR)" Service measure".

i Then follow the user guidance in XENTRY Diagnosis.

4. Disconnect XENTRY Diagnosis.

Primary Parts Information

Qty.	Part Name	Part Number
1	Parts kit augmented reality camera	A 177 900 38 12

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

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
06 990 02	02-0714	Retrofit augmented reality camera Includes: Perform commissioning	0.5 h
	02-4762*	Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1 h
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h

* Operation item may only be invoiced once for each workshop 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.