

News Channel Update | Vans Customer Service and Parts

<p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>FROM: Anthony Washington, Department Manager, Regulations and Certifications</p>
<p>Re: Service Campaign Launch Notification Model 447 (Metris) Model Year 2021 Retrofit HERMES Module</p>	<p>DATE: May, 2022</p>

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz



News Channel Update | Vans Customer Service and Parts

Campaign No. :	Campaign	Retrofit HERMES Module
2022040004	VS2HE06DUM	
<p>This is to notify you of the upcoming Service Campaign launch to retrofit the HERMES Module on approximately 273 MY21 Mercedes-Benz Metris vans. All affected VINs will be flagged as "OPEN" in VMI.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Metris vehicles, determined that the HERMES module which controls the connected car functions in the vehicle was not installed in certain MY21 Metris vehicles at the time of production due to global supply chain issues.	
What We're Doing	MBUSA is conducting a service campaign. An authorized Mercedes-Benz Metris dealer will retrofit HERMES module.	
Parts	Parts are available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2021	
Vehicle Model	Metris, VS20 / Platform 447	
Vehicle Populations		
Total Vehicles	273	
Dealer Inventory	17	
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in June, 2022	
AOMS/SOMS	Please ensure your dealers have read and understand this notice.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022040004 May, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Model Year 2021
Retrofit HERMES Module**

Mercedes-Benz AG, the manufacturer of Metris vehicles, determined that the HERMES module which controls the connected car functions in the vehicle was not installed in certain MY21 Metris vehicles at the time of production due to global supply chain issues.

An authorized Mercedes-Benz Metris dealer will retrofit HERMES module.

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 **273** vehicles are affected.

Order No. V-SC-2022040004

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

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Model 447.6##/7## ## as of 888948 up to 966663
 with code ZU7 (National version for Canada)
 with code ZU8 (National version for USA)

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

Category	Op. no.	Operation text	Time	Damage Code	Code
P	02 0395	Operations: Replace HERMES control unit	0.9hrs	06 991 02	VS2HE06D UM

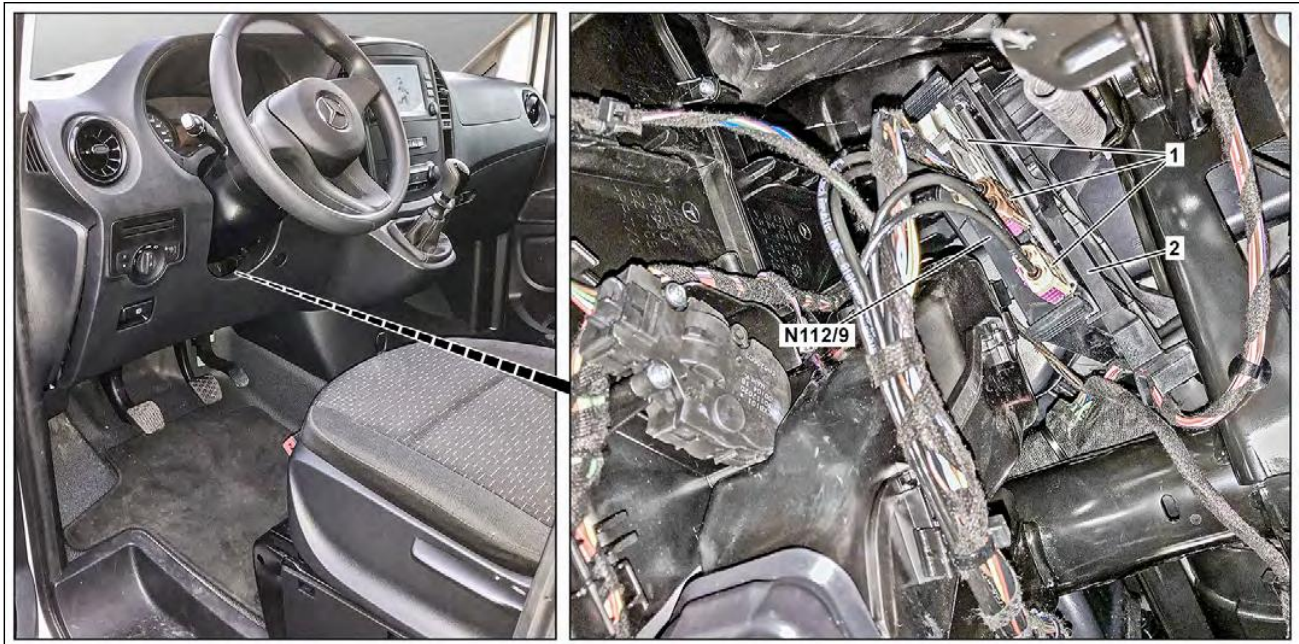
Important!

In **Op. no.:** 02 0395, all necessary suboperations are assessed chronologically.

Replacement parts ordering:

Only the part number specified in the parts ordering note or the successor corresponding to the automatic replacement chain must be ordered and installed.

Making your own parts identifications in XENTRY Parts Information is prohibited.



S82.95-A014-79

Shown on model 447.7/6

- | | | | |
|---|-----------------------|--------|---------------------|
| 1 | Electrical connectors | N112/9 | HERMES control unit |
| 2 | Bracket | | |



Shown on model 447.7/6

S82.95-A015-79



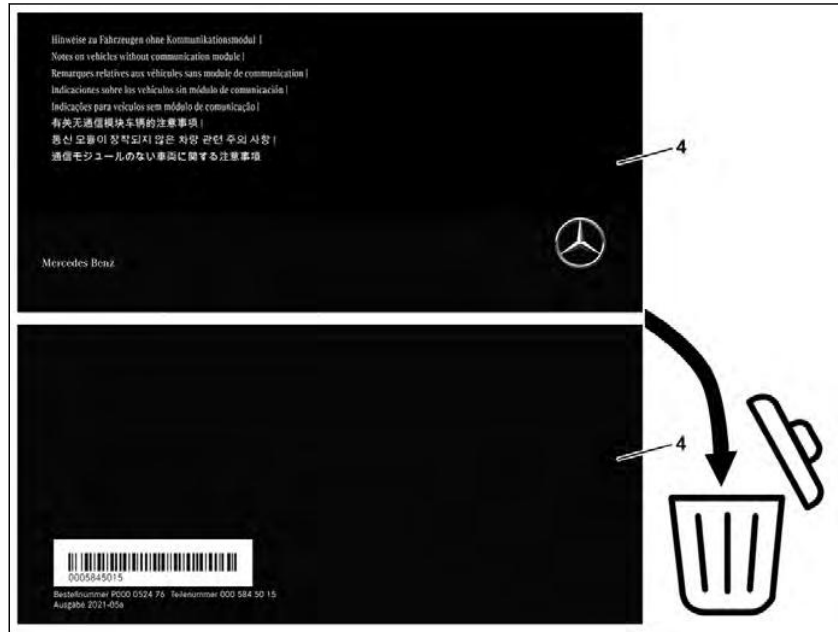
Shown on information labels at overhead control panel

- 3 SOS information label


S82.95-A016-79







**Shown: Supplementary booklet
"Notes on vehicles without
communication module"**










4 Supplementary booklet





















D82.95-A013-76

<p>Notice</p>	<p>Information on preventing damage to electronic components due to electrostatic discharge</p>		<p>AH54.00-P-0001-01A</p>
<p>Notice</p>	<p>Notes on carrying out repair work in the vehicle interior</p>		<p>AH68.00-D-0001-01KOS</p>
	<p>Notes on programming control units</p>		<p>AH54.21-P-0001-03Z</p>
	<p>Notes on SCN coding of control units</p>		<p>AH54.21-P-0004-01X</p>
<p> Check</p>			
<p>1</p>	<p>Check if vehicle is affected by measure.</p>	<p>Affected vehicles: Replace HERMES control unit (code: VS2HE06DUM) Model 447.6/7 as of 888948 up to 966663</p>	<p>SM82.95-S-0018-01AAA</p>

	Update Vehicle Documentation (VeDoc)		
2	Remove special equipment from online vehicle data card.	<p> Remove existing code JH8 (Special control system for communications module).</p> <p> The code JH8 (Special control system for communication module) can only be removed from VeDoc by an user with write permissions.</p>	
	Remove		
3	Switch off ignition and store transmitter key outside of transmission range (min. 2 m).		
4	Remove left cover under the dashboard.	Model 447.6/7 with code LC7 (Front footwell illumination)	AR68.10-S-1500E
			
5	Disconnect electrical connectors (1).		
6	Release front and rear lock on holder (2) and remove dummy control unit to one side.	<p> Dispose of removed dummy control unit properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	
	Install		
7	Install new HERMES control unit (N112/9) on holder (2) and lock.		
8	Connect electrical connectors (1).		

<p>9</p> <p> AR</p>	<p>Install left cover below the instrument panel.</p>	<p>Model 447.6/7 with code LC7 (Front footwell illumination)</p>	<p>AR68.10-S-1500E</p>
Commissioning of control unit			
<p>10</p> <p> AR</p>	<p>Connect charging equipment.</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 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>	<p>AR54.10-S-1127E</p>
<p>11</p> <p> AD  SI</p>	<p>Install vehicle diagnosis system.</p> <p>Service Information: Regio DVD and Retail Data Storage</p>	<p>If XENTRY Diagnosis is not yet attached.</p> <p> Always make sure that XENTRY Diagnosis is updated to the latest version.</p> <p>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 12.</p>	<p>AD00.00-S-2000-04E SI00.01-D-0044SG</p>

<p>12</p> <p> AR</p>	<p>Perform commissioning of HERMES control unit (N112/9) using vehicle diagnosis system.</p>	<p> To do this, select the following menu items: Quick test view → N112/9 - 'Telematics services' (HERMES) communication module (code: JH3) → Adaptations → Commissioning → Initial startup of already installed control unit</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p>The software update in the HERMES control unit (N112/9) can take several hours.</p> <p> Do not yet remove vehicle diagnosis system.</p>	<p>AR54.21-S-0014E</p>
<p>Update SCN coding</p>			
<p>13</p> <p> AR</p>	<p>Perform SCN coding in air conditioning system control and operating unit.</p>	<p> To do this, select the following menu items: Adaptations → Control units update → Updating of SCN coding</p> <p> The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p> <p> Do not yet remove vehicle diagnosis system.</p>	<p>AR54.21-S-0015E</p>

14 	Perform SCN coding on radio.	 <p>To do this, select the following menu items: Adaptations → Control units update → Updating of control unit software Follow instructions for updating SCN coding.</p>  <p>The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p>  <p>Do not yet remove vehicle diagnosis system.</p>	AR54.21-S-0015E
	Check		
15	Perform function test of HERMES control unit (N112/9) using diagnostic system.	 <p>To do this, select the following menu items: HERMES control unit (N112/9) → Actuations → Selftest</p>  <p>The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p>	
16	Perform function test of emergency call system.	 <p>To do so, switch on ignition without touching brake pedal and check if the "SOS NOT READY" warning message disappears automatically in the instrument cluster.</p>  <p>Model 447.6/7 with code E3C (Audio 30) or code EA4 (Audio 40) or code EN6 (Audio 10) or code EN7 (Audio 15)</p> <p>On these vehicles, switch on the radio and check if "SOS NOT READY" appears in the central display of the radio, and then check if shortly after this "SOS NOT READY" automatically disappears from the central display.</p>	
17 	Remove vehicle diagnosis system.		AD00.00-S-2000-04E

18 AR	Remove charger from vehicle.		AR54.10-S-1127E
19	Remove SOS information sign (3) from cover and "Emergency call" button from overhead control panel.		
20	Remove supplementary booklet (4) from vehicle.	<p>i Dispose of supplementary booklet (4) "Notes on vehicles without communication module" with item number A 000 584 50 15 properly. Observe the applicable legal requirements and specifications of the relevant country.</p> <p>i All functions of the emergency call system are available with the repair work described here, therefore the supplementary booklet (4) is no longer required.</p>	

Parts ordering note

Part no.	Designation	Quantity
A 238 900 91 01	HERMES control unit	1