Service Campaign Bulletin

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2018010008, August 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class (213 platform) and S-Class (222 platform) Model Year 2018 Update Digital Owner's Manual and Add Printed Manual**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18 E-Class (213 platform) and S-Class (222 platform) vehicles, the digital and printed owner's manuals may not meet series production specifications. An authorized Mercedes-Benz dealer will update the digital owner's manual and supply a printed supplement for the affected vehicles.

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 8366 vehicle is affected.

Order No. P-SC-2018010008
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

The codes correspond to:

- Code 808 corresponds to YoM 17/1.
- Code 889 corresponds to KEYLESS-GO.
- Code P17 corresponds to KEYLESS-GO PACKAGE.
- Code 531 corresponds to COMAND APS NTG5/NTG5.5.

Model: 222 with code 808+(889/P17)

Procedure 1: Update digital operator's manual Page 3
Procedure 2: Supply printed operator's manual or replace if necessary Page 4

Model: W213 with code 808+(889/P17)

Procedure 1: Update digital operator's manuals Page 5
Procedure 2: Supply printed operator's manual or replace if necessary Page 6

Model: S213 with code 808+(889/P17)

Procedure 1: Update digital operator's manuals Page 7
Procedure 2: Supply printed operator's manual or replace if necessary Page 8

Model: 222 with code 808+(889/P17)

procedure 1: Update digital operator's manual

Make sure that all currently available add-ons are installed for the processing of the measure!

Note:

- Use DAS/Xentry 10/17 with all associated patches or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY/DAS is already connected to the vehicle, start with operation step 2.

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

1. Connect **XENTRY/DAS.**

2. Update **COMAND** control unit software**.**

To do so, select menu item **"Control units view ➡ Information and Communication ➡ Comand (Online) ➡ Adaptations ➡ Initial control unit startup ➡ Initial startup of the already installed control unit".**

Then follow the user guidance in **XENTRY Diagnosis/DAS.**

3. Disconnect Xentry/DAS

4. Carry out procedure 2**.**

Parts scope Digital operator's manuals/DiBA software XENTRY DVD

Quantity	Part no.	Designation	Language	Code
1*	A 222 827 03 01	DVD-ROM NTG5 A-HIGH OPERATOR'S MANUAL AEJ2017-M-D		808+ET+531

***** The operator's manuals must be procured through the usual replacement part ordering channels.

Procedure 2

Supply printed operator's manual or replace if necessary

1. Check vehicle document wallet to see if it contains the operator's manual.

   If no operator's manual is found, place a printed operator's manual into the vehicle document wallet.

Parts scope – Printed operator's manual

Quantity	Part no.	Designation	Language	Code
1*	A 222 584 22 10	COMAND OWNER'S MANUAL US ENGL USA CAN D-2018	English	808+12B

***** The operator's manuals must be procured through the usual replacement part ordering channels.

Model: W213 code 808+(889/P17)

procedure 1: Update digital operator's manual

Make sure that all currently available add-ons are installed for the processing of the measure!

Note:

- Use DAS/Xentry 10/17 with all associated patches or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY/DAS is already connected to the vehicle, start with operation step 2.

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

1. Connect **XENTRY/DAS.**

2. Update **COMAND** control unit software**.**

To do so, select menu item **"Control units view ➡ Information and Communication ➡ Comand (Online) ➡ Adaptations ➡ Initial control unit startup ➡ Initial startup of the already installed control unit".**

Then follow the user guidance in **XENTRY Diagnosis/DAS.**

3. Disconnect Xentry/DAS

4. Carry out procedure 2**.**

Parts scope Digital operator's manuals/DiBA software XENTRY DVD

Quantity	Part no.	Designation	Language	Code
1*	A 213 827 97 00	DVD-ROM NTG5.5 A-HIGH OWNER'S MANUAL AEJ2017-1-B		808+ET+531;

***** The operator's manuals must be procured through the usual replacement part ordering channels.

Procedure 2

Supply printed operator's manual or replace if necessary

1. Check vehicle document wallet to see if it contains the operator's manual.

If no operator's manual is found, place a printed operator's manual into the vehicle document wallet.

Parts scope – Printed operator's manual

Quantity	Part no.	Designation	Language	Code
1*	A 213 584 25 09	COMAND OWNER'S MANUAL US ENGL USA CAN A-2018	US English	808+531+12B

***** The operator's manuals must be procured through the usual replacement part ordering channels.

Model: S213 code 808+(889/P17)

procedure 1: Update digital operator's manual

Make sure that all currently available add-ons are installed for the processing of the measure!

Note:

- Use DAS/Xentry 10/17 with all associated patches or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.
- If XENTRY/DAS is already connected to the vehicle, start with operation step 2.

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

1. Connect **XENTRY/DAS.**

2. Update **COMAND** control unit software**.**

To do so, select menu item **"Control units view ➡ Information and Communication ➡ Comand (Online) ➡ Adaptations ➡ Initial control unit startup ➡ Initial startup of the already installed control unit".**

Then follow the user guidance in **XENTRY Diagnosis/DAS.**

3. Disconnect Xentry/DAS

4. Carry out procedure 2**.**

Parts scope Digital operator's manuals/DiBA software XENTRY DVD

Quantity	Part no.	Designation	Language	Code
1*	A 213 827 00 01	DVD-ROM NTG5.5 A-HIGH OWNER'S MANUAL AEJ2017-1-B		808+ET+531

***** The operator's manuals must be procured through the usual replacement part ordering channels. Verify part number in EPC.

Procedure 2

Supply printed operator's manual or replace if necessary

1. Check vehicle document wallet to see if it contains the operator's manual.

If no operator's manual is found, place a printed operator's manual into the vehicle document wallet.

Parts scope – Printed operator's manual

Quantity	Part no.	Designation	Language	Code
1*	A 213 584 25 09	COMAND OWNER'S MANUAL US ENGL USA CAN A-2018	US English	808+531+12B

***** The operator's manuals must be procured through the usual replacement part ordering channels. Verify part number in EPC.

Warranty Information

Operation: Update digital operator's manual (with XENTRY/DAS connected)(02-9445)
Connect/disconnect vehicle diagnosis system (XENTRY/DAS)(02-4762)
Connect/disconnect battery charger (with XENTRY/DAS connected)(02-5058)
Check operator's manual, supply as required (02-9471)

Damage Code	Operation Number	Labor Time (hrs.)
80 960 38 7	02-9445*	0.1
	02-4762**	0.1
	02-5058**	0.1
	02-9471	0.1

* Please manually enter the affected control unit in the workshop order with code and damage code as per the work instructions

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

Note

Operation Number labor times are subject to change.