Date:	June 22, 2015
Order No.:	S-B-80.57/62e
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Group:	80

Revision e: edit to process/attached example

SUBJECT:

Ordering a Programmed Key when no keys are present – "The Fallback Process"

Applicable Models: April 2013 to Present, Model W212; July 2013 to Present, Models 166, 207, V212; September 2014 to Present, Model 218; November 2014 to Present, Models 117, 156; April 2015 to Present, Model 172; MY-All, Models 205, 217, 218, 222, 231

Important Note: Check Vedoc's theft-relevant data section to ensure vehicle is FBS4; if the vehicle is FBS3 then there is no need to create an XSF case and a programmed key can be ordered as a normal TRP part.

Ordering a Programmed Key Process

1. Fill out the form attached to this star bulletin (pages 2 & 3; see the example attached for reference, pages 4 & 5)
2. Create a **Diagnosis Software** XSF case via aftersales.i.daimler.com > XSF
3. Attach the completed form to the XSF case
4. Await confirmation from the Diagnosis UHD via the XSF messages section for acceptance of the form and escalation to Germany (if you do not receive confirmation within one business day, please contact mbdiagnosis@mbusa.com)
5. Within approximately one business day after confirmation, the Diagnosis UHD will contact you via the XSF messages section stating the programmed key (part suffix 0041) is available to order
6. Order the programmed key in a timely manner (within three days)

Please see the last two pages (6 & 7) for additional information regarding DAS4 Keys.

Form for releasing the VIN to allow for ordering a programmed DAS4 key "Programmed Key Ordering Form"

Applicable Models: April 2013 to Present, Model W212; July 2013 to Present, Models 166, 207, V212; September 2014 to Present, Model 218; November 2014 to Present, Models 117, 156; April 2015 to Present, Model 172; MY-All, Models 205, 217, 218, 222, 231

Important Note: Check Vedoc's theft-relevant data section to ensure vehicle is FBS4; if the vehicle is FBS3 then there is no need to create an XSF case and a programmed key can be ordered as a normal TRP part.

Please ensure checkboxes are <u>marked off</u>.

VIN of affected vehicle: _____ Repair Order Number: _____	
With access to vehicle – diagnostic unit can be connected.	☐
either or	
Without access to vehicle –diagnostic unit cannot be connected.	☐
Reason for case: _____ _____ _____ _____	☐
The correct programmed key part number (part suffix 0041) has been checked in EPC and Paragon prior to ordering to the programmed key.	☐
TRP form is completely filled out in accordance with TRP specifications. The TRP form, this form, a copy of the vehicle registration/title, the owner's driver's license and the repair order are archived for six years by the Mercedes-Benz dealership carrying out the work.	☐
After the VIN is released by Germany via the XSF ticket, the key is immediately ordered (part suffix 0041).	☐
Once the programmed key has arrived, the vehicle must be registered online via XENTRY Diagnostics so that the procedure can be completed at TE/SDP and meet the TRP safety regulations.	☐

Please ensure signatures below are <u>hand-written</u>.

Location details for Mercedes-Benz dealership:

Date:	
Dealer Name:	

Employee/service receptionist/mechanic involved (can be the same as below if it is the same person):

Last Name:	
First Name:	

Signature: _____

Responsible service manager/workshop foreman (can be the same as above if it is the same person):

Last Name:	
First Name:	

Signature: _____

Note: For special processes where the "authorized customer" or the "authorized representative" <u>cannot</u> or <u>cannot</u> <u>clearly</u> be determined and entered in the TRP form sheet (if legitimation cannot be performed directly by the legal vehicle owner or by an authorized person in accordance with the original certificate of authorization, e.g. insurance firm, leasing company, authorities), please always contact the relevant national organization first in order to clarify and confirm the local legal requirement.

Example

**Form for releasing the VIN to allow for ordering a programmed DAS4 key
"Programmed Key Ordering Form"**

Applicable Models: April 2013 to Present, Model W212; July 2013 to Present, Models 166, 207, V212; September 2014 to Present, Model 218; November 2014 to Present, Models 117, 156; April 2015 to Present, Model 172; MY-All, Models 205, 217, 218, 222, 231

Important Note: Check Vedoc's theft-relevant data section to ensure vehicle is FBS4; if the vehicle is FBS3 then there is no need to create an XSF case and a programmed key can be ordered as a normal TRP part.
Please ensure checkboxes are <u>marked off</u>.

VIN of affected vehicle: WDDYJAJA3FA000001	
Repair Order Number: 123456	
With access to vehicle – diagnostic unit can be connected.	☑
either or	
Without access to vehicle –diagnostic unit cannot be connected.	☐
Reason for case: Customer has lost all keys.	☑
The correct programmed key part number (part suffix 0041) has been checked in EPC and Paragon prior to ordering to the programmed key.	☑
TRP form is completely filled out in accordance with TRP specifications. The TRP form, this form, a copy of the vehicle registration/title, the owner's driver's license and the repair order are archived for six years by the Mercedes-Benz dealership carrying out the work.	☑
After the VIN is released by Germany via the XSF ticket, the key is immediately ordered (part suffix 0041).	☑
Once the programmed key has arrived, the vehicle must be registered online via XENTRY Diagnostics so that the procedure can be completed at TE/SDP and meet the TRP safety regulations.	☑

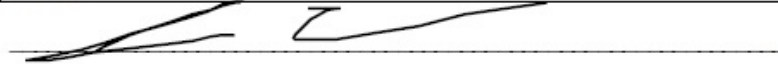**Please ensure signatures below are <u>hand-written</u>.**

Location details for Mercedes-Benz dealership:

Date:	6/5/2015
Dealer Name:	MBUSA

Employee/service receptionist/mechanic involved (can be the same as below if it is the same person):
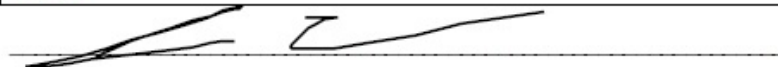
Last Name:	Long
First Name:	Jordan

Signature: _____

Responsible service manager/workshop foreman (can be the same as above if it is the same person):

Last Name:	Long
First Name:	Jordan

Signature: _____

Note: For special processes where the "authorized customer" or the "authorized representative" <u>cannot</u> or <u>cannot clearly</u> be determined and entered in the TRP form sheet (if legitimation cannot be performed directly by the legal vehicle owner or by an authorized person in accordance with the original certificate of authorization, e.g. insurance firm, leasing company, authorities), please always contact the relevant national organization first in order to clarify and confirm the local legal requirement.

Additional Information

Replacement/Additional Keyes

A key can either replace an existing key or be added to the list of key tracks. Up to 8 keys can be enabled at a time for each vehicle. Each of the 8 key tracks contains 3 segments. Once a key is added to a key track with an existing key already present, the existing key is disabled permanently. Each key track allows 2 replacement keys to be added.

Register Vehicle as Present

For each procedure involving drive authorization level 4 (FBS4), the vehicle must first be registered as present in Xentry Diagnostics. This ensures that the vehicle is actually present in the workshop.

Extended Authorization for Key Programming

Special authorization is required for programming a replacement or additional key or for enabling and disabling a key track/segment. If this authorization is available, a blank key can be directly programmed in the vehicle using Xentry Diagnostics.

Programming an Unprogrammed Key

- The customer wants to order one or more replacement or additional keys. The documentation regulations of the workshop must be observed.
- Before introducing to the workshop for vehicle registration, both for the on-line and the off-line process, the availability of the part for the unprogrammed FBS4 key must be checked or queried first.
- If the unprogrammed FBS4 key is not available, the vehicle's workshop visit should be rescheduled for a date when it is available.
- If you have not checked the availability of the part, the customer may suffer the disadvantage of having to visit the workshop at another date. Please check for part availability, to ensure that this does not happen and that the customer enjoys the best possible service.
- For safety reasons, after vehicle registration, programming of the key on-line in the workshop or off-line in Fort Worth Key & Lock, is only possible for a limited period. This is why, in an off-line case (dependent here on part availability), the order must be placed within 24 hours in the logistics ordering system, to ensure that the programming is conducted promptly in Fort Worth Key & Lock. Once the period has expired, programming is no longer possible and the vehicle has to be registered again.

Vehicle Sign-On

1. Connect the diagnostic equipment to the vehicle.
2. Start XENTRY.
3. Select the brand and model.
4. Start diagnosis.
5. The Xentry Diagnostics diagnostic application starts and performs various checks and initializations (e.g. readout of the vehicle identification number).
6. In the control unit's view, select the electronic ignition lock (EZS) control unit.
7. In the "Adaptations" tab in the "Teach-in processes" menu, select the function "Vehicle sign-on for ordering a programmed key".
8. Start the procedure with the "Next" button. The vehicle is now registered as present on-line in the background system.
9. If the ignition is not switched on (all keys are missing), then the fallback process has to be performed.
10. It is essential to print out the order log and to enclose it with the vehicle documentation.

Ordering Keys

After successful vehicle sign-on, immediately order the replacement or additional key(s) for the vehicle via the ordering system. Multiple orders and mixed orders of replacement and additional keys are also possible.

Test Key on Vehicle:

The replacement or additional key delivered by the Logistics department must be tested on the vehicle (insert the key and switch on the ignition).

No diagnostic equipment is required for this.

In the case of a replacement key, the message "Key is being taught in, please wait" may appear in the vehicle display. Leave the key in the ignition lock and wait until the message disappears (after max. 15 minutes). Then check whether the vehicle can be started using the new key.

It is not permitted to hand over the key to the customer without first checking if the key works in the vehicle.