Mercedes-Benz
The best or nothing.

star bulletin

Date:	April 9, 2019
Order No.:	S-B-80.57/62H
Supersedes:	S-B-80.57/62G
Group:	80

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

Applicable Models: Refer to WIS document OF80.57-P-3000-01A for current applicable models

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. Print WIS document OF80.57-P-3000-01A directly from WIS and fill it out exactly as per the reference form found on pages 2 and 3 of this bulletin.
2. Create a **XENTRY Diagnosis XSF** case via aftersales.i.daimler.com > XSF > XENTRY Diagnosis > Use type **Diagnosis** > Then select Operation step: **FBS** > Symptom: **Register Vehicle as Present**
3. Attach the completed and signed 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 (4 & 5) for additional information regarding DAS4 Keys.

etails regarding vehicle/order:

Vehicle identification number of affected vehicle   Enter VIN legibly_____

Repair order number   Enter Repair order legibly

Confirmation by Mercedes-Benz operation carrying out work (retail):
All fields must be checked and checked off.

Reason:

As a rule no functioning vehicle key present/vehicle on site in workshop
- Vehicle key lost
- Vehicle key stolen
- Vehicle key inoperative

Application sent per XSF:
When accessing the diagnostic connector: In the diagnostic XENTRY, click on the letter symbol at the top right to create an XSF ticket or, if access to diagnostic connector is not given, directly through XSF:

- Event category: XENTRY Diagnosis   No further documents are required. The application can only be accepted if all information is present, confirmed and signed off.

- Use case: diagnosis
- Operation step: DAS
- Symptom: Register vehicle as "present"

-or

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Special process
- For special processes in which the TRP form cannot be filled out according to the specifications because the "Beneficiary customer" or the "Executive officer" is not the orderer and/or the TRP cannot be put into operation on the vehicle. The application form can be found in the XENTRY Portal under Info & support Theft-relevant processes → → Theftrelevant parts (TRP) → Register vehicle as present

Application sent per XSF:

☐
- Event category: TRP/Analysis/FBS3/4   The application can only be accepted if all information is present, confirmed and signed off.
- Topic: Investigating/theft
- Sub-topic: Special case register veh. as present

Parts availability unprogrammed key has been checked (see SI80.57-P-0008A)	X☐

TRP form sheet (e.g. legitimation, vehicle data, country-specific vehicle document) is completely filled out in accordance with the TRP specifications. Keys are put into operation at the vehicle. TRP form, this application form, copy of the country-specific vehicle document and repair order are archived for six years (country-specific deviations are possible) by the Mercedes-Benz dealership carrying out the work (retail).	X☐

After registering as "Present" (XSF feedback through diagnosis UHD), the key(s) must be programmed or ordered as per the specifications in SI80.57-P-0008A without delay.	X☐

If the keys were taught in on the vehicle, the vehicle must be registered through XENTRY Diagnostics (as when ordering a key) as "Present" so that the authorized Mercedes-Benz dealer is clearly filed in the system and thereby relieved.	X☐

Location details for Mercedes-Benz dealership carrying out work (retail):

Date   ==No Older than 5 days== _____

Country   ==United States== _____

Operation   ==Dealer Name and Dealer Code== _____

Employee/service receptionist/mechanic involved (retail):

Last Name   ==Entered Legibly== _____

First Name   ==Entered Legibly== _____

Signature   ==Must Be Hand Written== _____

Responsible service manager/workshop foreman/foreperson (retail):

Last Name   ==Entered Legibly== _____

First name   ==Entered Legibly== _____

Signature   ×==Must Be Hand Written== _____

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.

NOTE: The Key must be ordered within 72 hours of VIN being released via XSF.

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.