

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2016110004, December 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 205, 253, 213; Model Years 2016-2017**
Calibrate Audio/COMAND Control Panel Unit

Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY16-17 model 205, 253, 213 vehicles, the control module of the Audio/COMAND control panel was not calibrated corresponding to specifications. It is possible that the COMAND or AUDIO 20 system cannot be temporarily operated. An authorized Mercedes-Benz dealer will recalibrate the Audio/COMAND control module on 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 15,251 vehicles are affected.

Order No. P-SC-2016110004

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.

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Procedure

Note:

- Use DAS/Xentry 09-10/16 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.
1. Connect XENTRY/DAS.
 2. Calibrate Audio/COMAND control panel (A40/9) control unit:
Control units view ➡ Information and communication ➡ COU [ZBE] Audio/COMAND control panel
➡ A40/9 Audio/COMAND control panel ➡ Special procedures ➡ Calibration of A40/9 control unit.

Note:

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

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Calibrate Audio/COMAND control panel control module (02-9675).

Damage Code	Operation Number	Labor Time (hrs.)
82 941 37 8	02-5058	0.1
	02-4762	0.1
	02-9675	0.1

Note

Operation Number labor times are subject to change.