



Mercedes-Benz

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SERVICE

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign 2013040001 - Model 164 (ML) Model Year 2011, X164 (GL), 251 (R). Model Years 2011 - 2012. Replace the Ignition Switch	DATE: April 19, 2013

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 11,067 affected vehicles will be flagged in VMI over a period of several weeks. This campaign will be launched in phases due to capacity restraints at the Key and Lock Center. Owner notification and vehicles flagged in VMI will be coordinated to allow a continuous supply of coded ignition switches to the dealer.

Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles has determined that the electronic ignition switch (EIS) does not correspond to specifications due to a supplier process issue which may lead to a no start condition when turning the ignition key. To correct this condition, an authorized Mercedes-Benz dealer will replace the EIS at the next workshop visit.

Parts - Dealer must order parts by VIN as required (no shelf stock). EIS replacement rate is 100%. Requested parts must be returned to the designated test center in accordance with the warranty parts return requirements section found in the policy and procedures manual. NOTE: when ordering these 2 items, please make sure to place a separate order for each vehicle and order the EIS & coding key together on that order.

Owner Notification and Scheduling Instructions- Since the replacement ignition switch must be coded specifically for each vehicle, MBUSA will mail customer letters to help facilitate the coordination of parts ordering and vehicle scheduling. Dealers must order the replacement switch, coded and delivered to your dealership, in advance of the customers scheduled visit. Please inform your BDC, etc. when scheduling an appointment for this Service Campaign to immediately provide the Parts dept the VIN number of the vehicle so an order for the replacement EIS can be placed.

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this may cause, Mercedes-Benz USA, LLC is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR_MERCEdes (1-800-367-6372).



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Service Campaign Bulletin

Campaign No. 2013040001, April 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 164, X164, 251, Model Years 2011- 2012**
Replace Electronic Ignition Switch

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that due to a supplier process issue the electronic ignition switch (EIS) does not correspond to specification which may lead to a no start condition when turning the ignition key. To correct this condition, an authorized Mercedes-Benz dealer will replace the electronic ignition switch (EIS) at the next workshop visit.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

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 11,067 vehicles are affected.

Order No. T-SC-2013040001

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 03/13 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.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Connect Star Diagnosis to vehicle.
2. Select menu item "Activate control module N73 (EIS [ESL] control unit)" then follow on-screen instructions.
3. Replace electronic ignition lock control module; refer to WIS: AR80.57-P-1000GZ.

Note: (regarding above WIS instructions)

Erase fault codes (if present) after reading out fault memory.

4. Personalize electronic ignition lock control module: Select menu item "Activate control module N73 (EIS [ESL] control unit)" follow on-screen instructions.

Note:

- A programmed workshop key is required.
- Have blue workshop key A 000 905 0039 9999 ¹⁾ ready.

¹⁾ Must be ordered by VIN (Blue key is latest version of the orange key)

5. Write VIN into electronic ignition lock control module: Follow on-screen instructions.

Note:

- Complete all steps as indicated on-screen in SDS.
- Requested parts must be returned to the designated test center in accordance with the warranty parts return requirements section found in the policy and procedures manual.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Electronic Ignition Switch (EIS) ¹⁾	A 164 905 16 00 05 ²⁾	100%
	Blue workshop key ^{3), 4)}	A 000 905 0039 9999	

¹⁾ Must be ordered by VIN

²⁾ Order this part only for vehicles that are flagged in VMI for this specific campaign

³⁾ Must be ordered by VIN (Blue key is latest version of the orange key)

⁴⁾ Workshop key is not claimable under this campaign

Note:

When ordering the EIS and the workshop key, please be sure to place a separate order for each vehicle involved and be sure to order both the EIS and the workshop key together on that order.

Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Replace electronic ignition lock Includes: Program workshop key (02-7966)

Damage Code	Operation Number	Labor Time (hrs.)
54 942 46 7	02-4762	0.1
	02-7966	0.7

Note

- Operation Number labor times are subject to change.
- Key cannot be claimed but is to be returned for full refund. Return orange or blue key to the PDC for a full refund.



Mercedes-Benz

Service Campaign # 2013040001
Replace Ignition Switch

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

April, 2013

Dear Mercedes-Benz Owner,

In our continuing efforts to ensure the proper performance of your Mercedes-Benz vehicle, we wish to inform you that the ignition switch on your Model Year 2011 M-Class or Model Year 2011- 2012, GL and R-Class vehicle may not have been produced to our exacting specifications. In rare circumstances, your vehicle may experience a no start condition when turning the ignition key. Our records indicate that your vehicle is included in the affected population of vehicles. We ask that you contact an authorized Mercedes-Benz dealer who will replace the ignition switch in your vehicle, free of charge, to correct this potential condition.

The time required to make the replacement is approximately one hour. **Because the replacement ignition switch must be coded specifically for your vehicle please contact an authorized Mercedes-Benz dealer so the switch may be ordered, coded and delivered to your dealer in advance of your scheduled visit.** As a matter of normal service process, your authorized Mercedes-Benz dealer will also check for other repair measures during your visit which might be applicable to your vehicle and may increase the required working time.

Please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized Mercedes-Benz dealer, to schedule an appointment at your earliest convenience. To locate authorized Mercedes-Benz dealers please visit www.MBUSA.com/dealerlocator. When making your appointment, **please mention that you are scheduling an appointment to replace your ignition switch under Service Campaign #2013040001 and request that the dealership immediately place an order for your replacement ignition switch.** You may be asked for your 17 digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter.

If you are no longer the vehicle owner, or have a change of address, please provide the new address information on the reverse side of this letter and return the letter in the enclosed envelope.

Should you have any questions or encounter any difficulty regarding this Service Campaign please contact an authorized Mercedes-Benz dealer. If a dealer is unable to remedy your situation, please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372).

We apologize for any inconvenience this situation may cause you.

Sincerely,

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One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
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