

# Service Campaign Bulletin

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER  
PARTS: GROUP I OF INFORMATION \_ PARTS & ACCESSORIES BINDER

Campaign No. 2012010003, January 2012

TO: ALL MERCEDES-BENZ CENTERS  
SUBJECT: **Models 216, 221, Model Year 2010  
Update Instrument Cluster Software**

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that CAN communication issues in the instrument cluster may occur. Dealers will update the Instrument Cluster Control Module software at the next workshop visit.

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.

Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 6,516 vehicles are affected.

Order No. P-SC-2012010003

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 Xentry 11/11 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.

Be sure to perform the following steps in order to ensure a successful control module software update:

- Connect battery charger (battery voltage >12.5V).
- Turn **OFF** all of the vehicle's electrical consumers.

1. Connect Star Diagnosis to vehicle.

2. Update instrument cluster control unit software:

Control units / Information and communication / Instrument cluster / Control unit adaptations / Control unit programming.

### Note:

When completed, confirm that the control module software version is: 2219022402\_001.

### Note:

- Perform service work on other vehicles while control module is being updated.
- The following allowable labor operation should be used when submitting a warranty claim for this repair

## Warranty Information

**Operation:** Battery charger, Connect (with SDS Connected) (02-5058)  
 Star Diagnosis System (SDS), Connect and Disconnect (02-4762)  
 Update instrument cluster control unit software (with SDS connected) (02-7304)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
54 941 45 8	02-5058	0.1	AA, AB, AC, AD, AE, AF, DB, DC, DD, DE
	02-4762	0.2	
	02-7304	0.1	