



Date: January 11, 2011
 Order No.: P-B-82.95/636c
 Supersedes: P-B-82.95/636b dated Jun. 14, 2010
 Group: 82

Revision History

Revision	Date	Purpose
c	1/10/11	Applicable Models Updated (230 added)
b	6/14/10	Changed fax number in step 1 and on fax form
a	3/24/09	Applicable Models Updated (203, 209, 210 and 220 Added)
-	10/29/08	Initial issue

SUBJECT: Model 203.040/061/064/065/081/084/261/264/281/284/740/747/764, MY 2001 to 2004
Model 209.365/375/376/465/475/476, MY 2003 to 2004
Model 210.065/070/074/082/083/265/282, MY 2001 to 2003
Model 211.065/070/076/082/083/265/282/283, MY 2003 to 2004
Model 211.026, MY 2003 to 2005
Model 220.170/173/174/175/176/178/183/184, MY 2001 to 2003
Model 230.474/475/476 MY 2003 to 2004
All Above Equipped with SA Code 349 (Communications Platform)
Instrument Cluster Message – “SOS TeleAid not Activated”

If you receive customer reports in the above model vehicles that the message “SOS TeleAid not Activated” is displayed in the instrument cluster, this may be due to the vehicle being equipped with an analog TeleAid unit. To resolve, please refer to the below.



Note: The message may be displayed since analog cellular coverage no longer exists as of February 18, 2008.

If the customer wishes to continue TeleAid service, **upgrade** the analog TeleAid unit to a digital TeleAid under **customer pay** (refer to upgrade procedure described in S-I-82.95/543A).

If the customer does not wish to continue TeleAid service, please perform the following procedure under customer pay.

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.

- 1) Complete and have the customer sign the attached form (CONSENT TO TELEAID WARNING DISCONNECTION) and fax the signed and completed copy to 1-201-573-6737.
- 2) **Model 203, 209, 210:** In Star Diagnosis, please navigate through the following menus: Control Units → Information and communication → ICM – Instrument cluster with maintenance interval display → Troubleshooting by means of complaints or symptoms → Messages from the emergency call system are displayed in the instrument cluster

Model 211: In Star Diagnosis, please navigate through the following menus: Control Units → Body → CGW (Central Gateway) → Control Unit Adaptations → Read Coding and Change if Necessary → Telecommunications → Telematics Service “Tele Aid” in combination with MOST technology.

Model 220, 230: In Star Diagnosis, please navigate through the following menus: Control Units → Information and communication → ICM – Instrument cluster with maintenance interval display → Control unit adaptations → Variant Coding → Special Equipment → TELE AID or E-Call

- 3) Change the coding from PRESENT to NOT PRESENT.
- 4) Once the coding is done, cycle the key to ensure that the message is disabled in the instrument cluster.



Note: The following allowable labor operations should be used when submitting a warranty claim for this repair. This information has been generated on March 24, 2009. Please refer to Netstar → Star TekInfo → Star Time for the most current labor time allowance.

In Case of Warranty

Operation: Test program – Tele-Aid, perform (after diagnosis) (82-9605)

Damage Code	Operation Number	Time (hrs.)	Model Indicator (s)
21419 ZZ 8	82 9605	0.3 hrs.	M1, M2, M4, M5, M6, M7, M8, M9, P1, P2, P3, P4, P5, P6, P7, P8, P9, Q1, Q2, Q3, Q4, R1, R2, R3, S1, S2, S3, S4, S5, S6, T1, T2, T3, T4, T5, T6, U1, U3, U4

CONSENT TO TELE AID WARNING DISCONNECTION

Mr./Mrs./Ms. _____ residing at _____

_____ hereby agrees as follows:

1. I am the owner/lessee of a _____ Mercedes-Benz _____, VIN _____ (hereinafter "Vehicle"), which is equipped with the Tele Aid System ("System").

2. I desire to have the instrument cluster warning with respect to the non-activated status of the System in the Vehicle disabled.

3. I acknowledge and agree that when the instrument cluster warning is disabled the Vehicle will no longer be capable of notifying a driver or occupant of the Vehicle that the System is not activated and thus not able to provide the System services suggested by the presence of the System buttons in the Vehicle.

4. I hereby waive any claim I might have against Mercedes-Benz USA LLC ("MBUSA") and all of its affiliate entities and the below identified dealer and all of its respective officers, directors and employees collectively "Released Parties" with respect to the lack of the System non-activation warning indicator in the Vehicle and hereby further agree to indemnify and defend the Released Parties and the above identified dealer from any liability to any third party with respect to the deactivation of the warning feature as I have commissioned and authorized by signing this consent.

Signature: _____

Dealer Code: _____

Dealer Name: _____

Dealer Service Manager Signature: _____

Date Performed: _____ R.O Number: _____

Dealer: Please complete, maintain a copy in your service file and fax a copy to MBUSA at 201 573-6737.

VIN will be flagged with a message "Tele Aid not active cluster message disabled."