



C1 Action

Date: March 2008
Action No.: C1A 080301
Group: 82

**SUBJECT: Models 164, 164.8, 171, 204, 209, 211, 216, 219, 221, 230, 251, 463
Model Year 2008
Digital Tele Aid Reprogramming**

Please update the Tele Aid software as described in the Procedure below.

Prior to performing this Customer 1 Action please check VMI (under Campaign Information) to insure the vehicle is involved and to determine if the vehicle has been previously repaired.

Procedure

1. Contact ATX (800-756-9018) to obtain the MDN, MIN, and SID in case it is needed to manually program the Tele Aid and then follow the steps below.
2. Using STAR Diagnosis deactivate the DTA by following this path: Control units → Information and Communication → Audio, Video, Navigation, Telematics → Tele-AID → Control Unit Adaptations → Deactivation of Digital Tele-AID → F5 → YES.
3. Verify that the unit has been deactivated by placing an "I" call while listening to the radio. If the radio mutes then the unit has not be deactivated and the above steps need to be repeated.
4. Perform a network activation via a 3 button press (simultaneously hold the SOS, "I", and wrench buttons for 5 seconds).
5. After 5 seconds all three buttons will begin to flash, the audio will be muted, and the Verizon programming message ("Welcome to over the air programming, please hold while your phone is being programmed.") will be heard through the vehicle's speakers. After this message is heard the unit programming has begun and will take approximately 3-5 minutes to complete. After the programming is complete the buttons will stop flashing and the audio will be heard through the vehicle's speakers.

Note:

If the programming message is not heard or programming does not begin, this means the vehicle is not located in a Verizon area and will need to be programmed manually using STAR Diagnosis. Continue with the steps located below for **Manual Programming**.

6. Once the programming (automatic using 3 button press or manual using STAR Diagnosis) has been completed, press the "I" button to perform a provisioning call with ATX. When the ATX operator answers, identify who you are and from which dealer stating you would like to provision the Tele Aid. After the provisioning call, the update is complete and the vehicle is repaired.

Note:

- If ATX states the provisioning was not successful, the vehicle will need to be provisioned manually using STAR Diagnosis. Follow the steps located below for **manual provisioning**.
 - If the unit is unable to be programmed due to a network related issue complete the attached Network Issues and Warranty form and fax to ATX.
7. Verify the MIN, MDN, and SID in the Tele Aid control unit using STAR Diagnosis by following the path: Control units → Information and Communication → Audio, Video, Navigation, Telematics → Tele- AID → Control Unit Version Control Unit Tele AID.
 MIN – 31000#####
 MDN - #####
 PRL – 59060 or higher
 SID – 2-4 digit numbers

Manual Programming

1. Using STAR Diagnosis, program the control unit by following the path: Control units → Information and Communication → Audio, Video, Navigation, Telematics → Tele-AID → Control Unit Adaptations → Activation of Tele-AID and registration with ATX → F3 for yes → F4 for manual programming → Enter the MIN, MDN, and SID.
2. Once the manual programming has been completed update the PRL using STAR Diagnosis by following the path: Control units → Information and Communication → Audio, Video, Navigation, Telematics → Tele-AID → Initial Startup → Update of Mobile roaming networks for Tele-AID.

Manual Provisioning

Using STAR Diagnosis, program the control unit by following the path: Control units → Information and Communication → Audio, Video, Navigation, Telematics → Tele-AID → Initial startup → Activation of Tele-AID and registration with ATX → Yes → Yes → No → F3. Perform an acquaintance call with ATX to verify Tele-AID is functioning correctly.

Note:

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

In Case of Warranty

Operation: Tele-Aid authorization, perform (82-9610)

Damage Code	Operation Number	Time (hrs.)	Model Indicator (s)
21602ZZ8	82 9610	0.4	AA, AB, AE, AC, AD, BA, CA, CB, CC, DA, EA, EB, EC, L1, L3, R5, R7, S7, SB, S8, TC, T7, T9, TB, T8, U7, U8, X3, X1, Y3, Y4, Z4, Z3, Z1

Tele Aid Network Issues & Warranty Form

Required Information:

- VIN:
- Is this vehicle still at the dealership? Yes No
- Date the problem first occurred: .../.../...; Last: .../.../...; Reproducible? Yes / No
Problem location (exact street address):
- Where this unit last worked (exact street address):
Date this unit last worked: .../.../...
- Is the vehicle dialing Digital ; Analog ; Both ; Unknown
(Visible in some vehicle on radio displays as a A or D next to telephone signal bars when pressing a Tele Aid button)
- Description of the problem and Network announcement. Exactly what happens and what is heard (Male / Female voice, any numbers, any network names, etc.) when a service call is attempted.

- **It is requested to include following screenshots from StarDiagnostics:**
 - **Short test** (“Fault Codes” and of any “Events” of the unit)
 - **Control Unit Version***(Both located at: “Control units=>Information and communication=>Audio, video, navigation and Telematics=> TELE-AID”)*
- Dealer Name: ; Dealer Number:
- MB Dealership Contact Person:
- MB Dealership Contact Phone:; Fax:
- Requestor Signature:; Date:

Additional Helpful Information:

- Details of vehicle(s) that have the same problem at the same location (DO NOT WORK):
 - VIN:Date Time of last call: .../.../...
 - VIN:Date Time of last call: .../.../...
- Details of other vehicle(s) that work at this location: (DO WORK):
 - VIN:Date Time of last call: .../.../...

(Print this form out and a copy the required Star Diagnostic information and fax to ATX 972-753-6679)

One of our representatives will assign a Ticket Number and call you within 24 hours.