

# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021080017, November 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model smart-Class (453 platform)**  
**Model Year 2017-2019**

## **Update Battery Management System Control Unit Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2017-2019 Smart-Class (453 platform) vehicles, the software for the battery management system does not correspond with the current series production configuration. It may be possible that a fault message displays in the instrument cluster and subsequently inhibits vehicle starting. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the battery management software.

Prior to performing this Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 2451 vehicles are affected.

Order No. P-SC-2021080017

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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## Update battery management system control unit software

Model 453

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- i** • Ensure use of **XENTRY Diagnosis version BD/DVD (03/2021)** or higher.
- Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** ( greater than 12.5 V).

**i** If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762, 02-5058 and 02-6508 may be invoiced **only once for each workshop order!**

### Work procedure

1. Perform power disconnect for high-voltage system.

**i** For basic data, see **AR54.10-P-1160SRE**.

**i** Replace power electronics cover seal.

2. Connect XENTRY Diagnosis.

3. Update **N82/2 battery management system (BMS)** control unit software.

**i** To do this, select menu item "Quick test view ➡ N82/2 ➡ Battery management system (BMS) ➡ Adaptations ➡ Control unit update ➡ Updating of control unit software".

**i** Then follow the user guidance in XENTRY Diagnosis.

4. Perform commissioning for high-voltage system.

**i** For basic data, see **AR54.10-P-1160SRE**.

5. Disconnect XENTRY Diagnosis.
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### Primary Parts Information

| Qty. | Part Name | Part Number     |
|------|-----------|-----------------|
| 1    | Seal      | A 453 528 03 00 |

#### **i** Note:

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

### Warranty Information

|                             |  |
|-----------------------------|--|
| <b>Operation: (02-6508)</b> | Perform power disable/commissioning for high-voltage on-board electrical system (with XENTRY Diagnosis connected)<br><u>Includes:</u> Replace power electronics cover seal |
| <b>(02-9334)</b>            | Update battery management system control unit software (with XENTRY Diagnosis connected)   |
| <b>(02-4762)*</b>           | Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)   |
| <b>(02-5058)*</b>           | Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)   |

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 54 989 26   | 02-6508          | 0.9               |
|             | 02-9334          | 0.1               |
|             | 02-4762*         | 0.1               |
|             | 02-5058*         | 0.1               |

\* Operation item may only be invoiced once for each repair order!

#### **i** Note

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.