Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers,	FROM: Gregory Gunther, Department Manager, Vehicle
Sales Managers, Service Managers, Parts Managers	Compliance and Analysis, Engineering Services
RE: Service Campaign Notification	
Retrofit Augmented Reality Camera - Supplement	
MY21-22 167, 177, 213, 247, 257, and 290 (A-Class,	DATE: March 18, 2022
CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class,	
GLS-Class, and GT-Class)	

IMPORTANT SERVICE CAMPAIGN INFORMATION UPDATE

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company



Vehicle Compliance & Analysis

Service Campaign Launch Notification		March 18, 2022		
Campaign No. :	Campaign Desc. :	Retrofit Augmented Reality		
2022010001	21P0699002	Camera – Supplement		
2021-2022 A-Class, CLS-Class,	E-Class, GLA-Class, GLB-Class, G an additional 1,491 vehicles will be	ofit the augmented reality camera in 2,638 Model Year ("MY") LE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, e visible and flagged in VMI as "OPEN" on March 18, 2022.		
	Backgro	und		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has produced certain MY 2021-2022 A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, and 290 platform) vehicles without the augmented reality camera ("ARC"), as disclosed at the time of sale to the vehicle purchaser. As a result, the ARC and "Dash-cam" functions are currently not enabled.			
What We're Doing	MBUSA will conduct a Service Campaign where an authorized Mercedes-Benz dealer will retrofit the augmented reality camera to the vehicle and enable the ARC and "Dash-cam" functions on applicable vehicles.			
Parts	The Remedy is availabl	e and can be performed as necessary.		
	Vehicles Af	ffected		
Vehicle Model Year(s)	2021-2022	2021-2022		
Vehicle Model	A-Class, CLS-Class, E-Cla	A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class		
	Vehicle Pop	ulations		
Total Campaign Population	2,638 (1,491 additional)	vehicles added)		
	Next Steps	/Notes		
AOMS/SOMS		nay generate questions from your dealers. des an owner notification letter, which will be mailed to the oril 1, 2022.		
	•	rmined to maintain a high level of vehicle quality and customer stomer Assistance Center at 1-800-FOR-MERCEDES.		

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company





Campaign No. 2022010001, February 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Various models Model Year 2021-2022

Retrofit Augmented Reality Camera - Supplement

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has produced certain MY 2021-2022 A-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLE-Class, GLS-Class, and GT-Class (167, 177, 213, 247, 257, and 290 platform) vehicles without the augmented reality camera ("ARC"), as disclosed at the time of sale to the vehicle purchaser. As a result, the ARC and "Dash-cam" functions are currently not enabled. MBUSA will conduct a Service Campaign where an authorized Mercedes-Benz dealer will retrofit the augmented reality camera to the vehicle and enable the ARC and "Dash-cam" functions on applicable vehicles.

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 2,638 vehicles are affected.

Order No. P-SC-2022010001 This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

Service Campaign Bulletin

<u>Service Campaign Bulletin</u>

- Ensure use of **XENTRY Diagnosis version** BD/DVD (**06/2021**) 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 charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with operation step 2.

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

Work Procedure

1. Retrofit augmented reality (AR) camera.

i For basic data, see (**AR54.30-P-0004***).

1 * Select the WIS document according to the vehicle model.

LI Carry out commissioning **only via** a LAN cable between XENTRY Diagnosis and the vehicle.

- 2. Connect XENTRY Diagnosis.
- 3. Calibrate augmented reality camera (KAR) control unit.

I To do this, select menu item "Quick test view – B84/14 augmented reality camera (KAR) - Adaptations – Teach-in <u>pro</u>cesses – Retrofitting of control unit "augmented reality camera (KAR)" Service measure".

Li Then follow the user guidance in XENTRY Diagnosis.

4. Disconnect XENTRY Diagnosis.

Primary Parts Information

Qty.	Part Name	Part Number
1	Parts kit augmented reality camera	A 177 900 38 12

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

Warranty Information

Damage	Operation	Description	Labor Time
Code	Number		(hrs.)
06 990 02	02-0714	Retrofit augmented reality camera Includes: Perform commissioning	0.5 h
	02-4762*	Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1 h
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h

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

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.