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.