

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Update HERMES SCN coding MY19-21 E-Class, E-Class Coupe/Cabriolet and G-Class (213, 238 and 463 platform)	DATE: October 15, 2021

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



Service Campaign Launch Notification		October 15, 2021
Campaign No. :	Campaign Desc. :	Update HERMES SCN coding
2021100004	21P5492013	
<p>This is to notify you of the Service Campaign Launch to Update HERMES SCN coding on 634 Model Year (“MY”) 2019-2021 E-Class, E-Class Coupe/Cabriolet and G-Class (213, 238 and 463 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on October 15, 2021.</p>		
Background		
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2021 E-Class (213 platform), E-Class Coupe/Cabriolet (238 platform) and G-Class (463 platform) vehicles equipped with the standard instrument cluster variant, the instrument cluster may not consistently meet illumination specifications. In certain circumstances, instrument cluster illumination may be momentarily interrupted.</p>	
What We’re Doing	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will Update HERMES SCN coding on the affected vehicles.</p>	
Parts	<p>The Remedy is available and can be performed as necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2019-2021	
Vehicle Model	E-Class, E-Class Coupe/Cabriolet and G-Class	
Vehicle Populations		
Total Campaign Population	634	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This campaign may generate questions from your dealers.</p> <p>IMPORTANT: After warranty claim submission for this service campaign, VINs currently in “pending” status will be automatically removed from the recall (Campaign Desc: 21P2197428, NHTSA ID# 21V751) population within a minimum of 5 to 7 business days in Netstar VMI. Please allow time for the systems to accept the service campaign claim and change the status accordingly. Once the service campaign is closed, the vehicle may be sold.</p> <p>Please advise your dealers to submit the claims as soon as possible to prevent delays. Also, please allow time for the systems to accept the claim and change the status accordingly.</p> <p>Vehicles can be requested to be added to the campaign. However, please be advised that adding vehicles to the service campaign is managed by MBAG and this process will take 1 week.</p>	



While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021100004, October 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **E-Class, E-Class Coupe/Cabriolet and G-Class (213, 238 and 463 platform)
Model Year 2019 -2021**

Update HERMES SCN coding

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2021 E-Class (213 platform), E-Class Coupe/Cabriolet (238 platform) and G-Class (463 platform) vehicles equipped with the standard instrument cluster variant, the instrument cluster may not consistently meet illumination specifications. In certain circumstances, instrument cluster illumination may be momentarily interrupted. An authorized Mercedes-Benz dealer will Update HERMES SCN coding on the affected 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 634 vehicles are affected.

Order No. P-SC-2021100004

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

Perform SCN coding in HERMES control unit

Model 213, 238, 463

Note:

- Ensure use of **XENTRY Diagnosis version BD/DVD (09/2021)** 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's **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.

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

Work Procedure

1. Connect XENTRY Diagnosis.

2. Perform SCN coding in HERMES control unit.

 To do this, select menu item "Quick test view" ➡ N112/9 control unit for telematics services (HERMES) ➡ Adaptations ➡ Control unit update ➡ Update of SCN coding".

 Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

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

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 920 13	02-9446	Perform SCN coding in telematics services (HERMES) control unit (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* Operation item may be invoiced only 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.