

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 Notification Retrofit Augmented Reality Camera - Supplement MY21-22 118, 167, 177, 213, 247, 253, 257, and 290 (A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class)	DATE: March 18, 2022

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



Service Campaign Launch Notification		March 18, 2022
Campaign No. :	Campaign Desc. :	Retrofit Augmented Reality Camera – Supplement
2022010001	21P0699002	
This is to notify you of the Service Campaign Supplement to retrofit the augmented reality camera in 2,638 Model Year (“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. An additional 1,491 vehicles will be visible and flagged in VMI as “OPEN” on March 18, 2022.		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has produced certain MY 2021-2022 A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class (118, 167, 177, 213, 247, 253, 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 available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021-2022	
Vehicle Model	A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class	
Vehicle Populations		
Total Campaign Population	2,638 (1,491 additional vehicles added)	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers. This campaign also includes an owner notification letter, which will be mailed to the supplemental VINs on April 1, 2022.	
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. 2022010001, February 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various models**
Model Year 2021-2022

Retrofit augmented reality camera

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has produced certain MY 2021-2022 A-Class, CLA-Class, CLS-Class, E-Class, GLA-Class, GLB-Class, GLC-Class, GLE-Class, GLS-Class, and GT-Class (118, 167, 177, 213, 247, 253, 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 1,147 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

Retrofit augmented reality camera (AR)

Model 118, 167, 177, 213, 238, 243, 247, 253, 257, 290, 293


-  • 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**.
-  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.
 -  For basic data, see (**AR54.30-P-0004***).
 -  * Select the WIS document according to the vehicle model.
 -  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.
 -  To do this, select menu item "Quick test view – B84/14 augmented reality camera (KAR) - Adaptations – Teach-in processes – Retrofitting of control unit "augmented reality camera (KAR)" Service measure".
 -  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

 **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.)
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.