

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 Transmission Control Unit Software MY16-17 Smart (453 platform)	DATE: December 9, 2022

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		December 9, 2022
Campaign No. :	Campaign Desc. :	Update Transmission Control Unit Software
2022110003	22P5496321	
<p>This is to notify you of the Service Campaign Launch to update the transmission control unit software in 6,225 Model Year (“MY”) 2016-2017 Smart (453 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on December 9, 2022.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2016-2017 smart (453 platform) vehicles, the transmission control unit software does not correspond to current specifications. During scan tool readout, non-active errors may incorrectly output. These do not affect drivability and OBD errors are still detected correctly.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the transmission control unit software.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	Smart	
Vehicle Populations		
Total Campaign Population	6,225	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
<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.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022110003, December 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model Smart (453 platform)**
Model Year 2016-2017

Update Electronic Transmission Control Unit Software

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2016-2017 smart (453 platform) vehicles, the transmission control unit software does not correspond to current specifications. During scan tool readout, non-active errors may incorrectly output. These do not affect drivability and OBD errors are still detected correctly. An authorized Mercedes-Benz dealer will update the transmission control unit 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 6,225 vehicles are affected.

Order No. P-SC-2022110003

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.

Service Campaign Bulletin

Update electronic transmission control unit software

- i** • Ensure use of **XENTRY Diagnosis version** BD/DVD (09/2022) or higher.
 - Before starting the work procedure, install the **current version of all add-ons** 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).
 - 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, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update **electronic transmission control** unit software.
 - i** To do this, select menu item "Quick test view – N15/13 Electronic transmission control – Adaptations – Control unit update – Update of control unit software."
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

i **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.)
54 963 21	02-9334	Update electronic transmission control unit software (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

* Invoice operation item only once for each workshop 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.*