

Service Campaign Bulletin

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER
PARTS: GROUP I OF INFORMATION _ PARTS & ACCESSORIES BINDER

Campaign No. 2005010003
January 2005

TO: ALL MERCEDES-BENZ CENTERS.
SUBJECT: **MODELS 171/203/209/211/215/220/230
RECODING OF TELE AID CONTROL MODULE**

This Service Campaign has been initiated because DCAG has determined that on the affected vehicles (see VIN range below), due to a software coding error, the Tele Aid system may become inoperable.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Service Campaign:

- Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.
- Please review the entire Service Campaign bulletin.

Effective Serial Number Range

Models	Chassis end number	
	From	To
171	F021558	F023518
203	A654321	A699348
203	F565972	F603533
209	F117214	F132745
209	T033555	T038303
211	A605426	X650150
211	X165630	X169195
215	A043588	A044145
220	A432180	A443234
230	F086350	F090387

Approximately 1174 vehicles are affected.

Order No. P-SC-2005010003

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.

Procedure**Note:**

Preflash requirements:

- Battery voltage >12.5 volts,
 - Battery charger connected to vehicle's battery.
 - Turn off all unnecessary electrical consumers (e.g.: A/C, lights, etc.)
1. Connect SDS to vehicle through the 16 pin diagnostic connector (X11/4).
 2. Navigate through the following screen menus in DAS to recode Tele Aid control module:
Control units/Information and communication/Audio, video, navigation and Telematics/TELE AID/
Control unit adaptations.
 3. Select Telematic services: Phone number.
 4. Set version coding to USA.
 5. Select "F5" to save coding.
 - 6.. Select "F3 – Yes / to transfer coding to control unit.
 7. Select "F2" to return to "TELE AID" menu.
 8. Perform SDS Quick test.
 9. Disconnect SDS.

Note:

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

Warranty Information

Operation: Tele Aid, Recode (02-4645)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
82 980 47 8	02-4645	0.5 hrs.	M1, M2, M6, M7, M8, M9, N1, N4, N5, N6, P1, P2, P6, P7, P9, Q1, Q3, Q5, R1,R2, R3, R4, S1, S2, S4, S5, S6, T1, T2, T3, T4, T5, T6, U1, U3, U4, X1

Service Campaign #2005 010003

January, 2005

Dear Mercedes-Benz Owner

You are receiving this notice from Mercedes-Benz USA, LLC (MBUSA) requesting that you bring your vehicle to an authorized Mercedes-Benz dealer as soon as possible to have it inspected for a potential problem with the Tele Aid system.

Due to a software coding error, this system may become inoperable. Our records indicate that your vehicles Tele Aid system may need this software upgrade.

Your authorized Mercedes-Benz dealer has available a software upgrade that corrects the situation described above and is available to provide this service, free of charge. The working time required is approximately 1 hour. Please contact your authorized Mercedes-Benz dealer to schedule an appointment at your earliest convenience. Please mention Service Campaign #2005 010003.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee.

Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this matter. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372).

We apologize for any inconvenience this situation may cause you.

Sincerely

Klaus Ulkann
Vice President, Customer Services