

Service Campaign Bulletin

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

Campaign No. 2005060011
September 2005

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **MODEL 171/211/215/219/220/230, MODEL YEAR 2003-2006**
DIRECT MAIL DISTRIBUTION OF NAVIGATION DVD FOR COMAND

This Service Campaign has been initiated because DCAG has determined that on the affected vehicles (see VIN range below) software coding issues in the navigation system may exhibit one or more nuisance issues such as the inability to enter house numbers when entering destination or a frozen navigation map. The navigation system of affected vehicles will be upgraded by the installation of an updated navigation DVD through a mailing to the customers.

A Navigation DVD, and the attached easy to follow installation instructions and sample customer letter have already been mailed to over 95% of customers of the affected vehicles for which MBUSA has a current address. This campaign was initiated in this manner to minimize customer inconvenience and maximize dealer/technician efficiency.

Procedure

1. Please review the Effective Serial Number chart located below and check VMI to insure the vehicle is involved. If campaign is currently open, proceed to next step.
2. If the VMI states that this campaign is open, inform the customer to contact "Consumer Promotions" at the Mercedes-Benz Customer Assistance Center (CAC): 1-800-FOR-MERCEDES (1-800-367-6372). After the customer has verified their VIN and current address, they will be mailed an updated navigation DVD at no charge.
3. For those customers who have received this letter, the customer was informed to arrange an appointment with their local dealer if they felt more comfortable in having the dealer perform this update. When scheduling an appointment, please instruct the customer to bring their new Navigation DVD. No additional Navigation DVD will be provided to the customer. In this event, please submit normal warranty claim for labor only.

Approximately 43,730 vehicles are affected.

Order No. P-SC-2005060011

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.

Effective Serial Number Range

Models	Chassis End Number	
	From	To
171.456	F031044	F059358
171.473	F031579	F059381
211.026	A675927	A761411
211.056	A721433	A761390
211.065	A675896	A734482
211.070	A675849	A761404
211.076	A675937	A761346
211.082	X171593	X180204
211.083	X171602	X181647
211.087	X180251	X181650
211.256	A723076	A761224
211.265	A677010	A732056
211.276	A715663	A760761
211.282	X171611	X178465
211.283	X171613	X181561
211.287	X180350	X181656
215.374	A039300	A046477
215.375	A039278	A046468
215.376	A039448	A046472
215.379	A045283	A046481
219.375	A002870	A016982
219.376	A007370	A016971
220.067	A458334	A465177
220.170	A385593	A465175
220.174	A385128	A464890
220.175	A385612	A465185
220.176	A385958	A464345
220.179	A458978	A465184
220.183	A385677	A465173
220.184	A385673	A465125
230.474	F092600	F102390
230.475	F092594	F102429
230.476	F092604	F102366
230.479	F092629	F102422

Note:

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

Warranty Information

Operation: Navigation DVD, check / replace if required (02-4749)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
82980 50 8	02-4749	0.1 hrs.	J2, J3, M1, M2, M6, M7, M8, M9, N1, N4, N5, N6, R1, R2, R3, R4, T1, T2, T3, T4, T5, T6, T7, T8, U1, U3, U4, U5, U6, U7, X1, X2, Y1, Y2

September, 2005

Dear Mercedes-Benz Owner

In our continuing efforts to ensure the proper performance of Mercedes-Benz products and to maintain the satisfaction of our customers, you are receiving this letter and enclosed Navigation DVD from Mercedes-Benz USA, LLC (MBUSA) to upgrade your vehicle's Navigation system.

Our records indicate that your vehicle's Navigation system will benefit from this DVD upgrade. Due to software coding issues your system may exhibit one or more characteristics such as the inability to enter house numbers when inputting a destination or a "frozen" navigation map. This DVD will correct these and other minor software related operational characteristics.

In consideration of your time, we have sent this DVD and easy to follow installation instructions directly to you thereby eliminating the need for you to visit to your local authorized Mercedes-Benz dealer. Should you feel more comfortable in having the dealer perform this update, please feel free to arrange an appointment with your local dealer for installation.

Enclosed you will find easy to follow instructions to successfully install the Navigation update. Please take a few moments to familiarize yourself with these instructions. It will take only a few minutes to update your Navigation system.

Please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372) should you have any questions or encounter any difficulty regarding this matter.

We hope that you are enjoying your Mercedes-Benz and we apologize for any inconvenience you may experience as a result of this issue.

Sincerely,

Paul G. Juron
General Manager,
Customer Assistance Center

How to upgrade your navigation system using the provided DVD

IN ORDER TO ENSURE A TROUBLE FREE UPDATE PLEASE READ ALL STEPS BEFORE BEGINNING INSTALLATION

1. The vehicle must be parked outside in an open area, not in a garage, next to a tall building or near moving traffic. No obstructions (such as snow) should be covering the antenna located above the rear window.
2. Start the vehicle and leave it running in park with the parking brake engaged until instructed to switch it off. The vehicle can not be driven while this upgrade is being performed.
3. Turn COMAND on by pressing the power button. (If not already on.)
4. After COMAND is up and running, press the “MAP” key on the left side of the screen once or twice until the map is displayed. See Figure 1 for a sample display.
5. **All Models Except SLK:** Open the trunk and locate the navigation disk drive, on the left hand side. The drive should be hidden by a rectangular access cover. Twist the knob and open the cover. The disk drive is labeled **CAR NAVIGATION**. See Figure 2.
SLK Models: In the SLK the drive is located in the center of the trunk below the luggage cover for the retractable roof.
6. Press the eject button, on the left side of the drive to remove the existing DVD. This DVD will no longer be used and should be discarded.



Figure 1 COMAND Display after pressing MAP key



Figure 2 Remove DVD from Car Navigation Drive

- Once the old DVD is removed, the display on the COMAND screen should look like Figure 3.

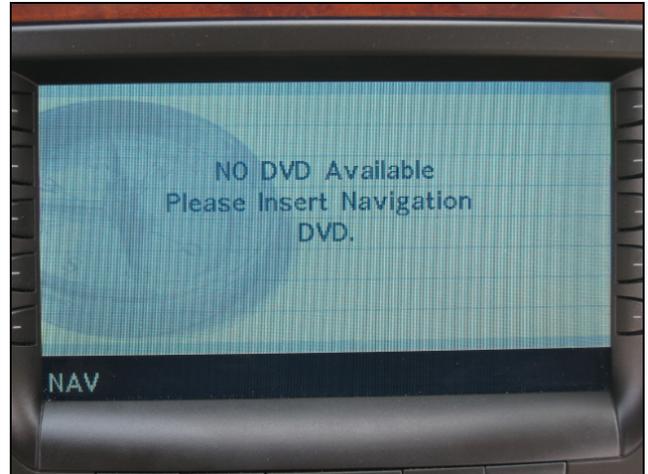


Figure 3 COMAND Display with DVD removed

- Locate the supplied navigation DVD (Version 2005.3), read and then remove the yellow Post-it[®]. Note. **DO NOT** insert the DVD with the Post-It[®] attached as this will damage the drive

- Carefully remove the DVD from its package handling the DVD only by its edge.



Figure 4 New Version 2005.3 DVD

- Insert the new DVD into the **car navigation** disk drive, in the trunk and close the access cover (except SLK).

NOTE:

- DO NOT** insert the DVD with the Post-It[®] attached as this will damage the drive
- The new DVD needs to remain in the disk drive at all times for operation of the navigation system.



Figure 5 Insert DVD into Car Navigation Disk Drive

11. The update process should take only a few minutes.
12. During the software update process you will see a progress bar displayed on the COMAND screen. (Figure 6)
13. **DO NOT PRESS ANY BUTTONS OR OPERATE ANY VEHICLE CONTROLS DURING THE UPDATE PROCESS! FAILURE TO COMPLY WITH THIS STEP MAY RENDER THE NAVIGATION SYSTEM INOPERABLE.**

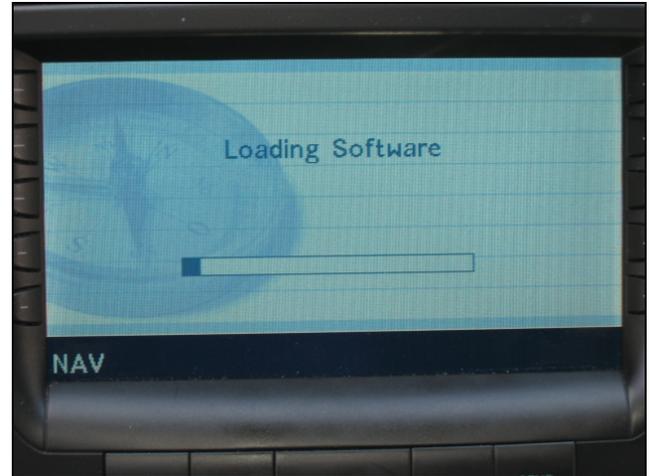


Figure 6 COMAND Display during software update

14. When the update process is complete the progress bar is no longer shown.
15. Switch the vehicle off, remove the key, exit the vehicle, and lock the car.
16. Wait at least 5 minutes before re-entering the vehicle.
17. Enter vehicle and restart the engine.
18. The current vehicle position should be displayed in about 5 - 30 minutes; depending on environmental conditions and time of day. (Figure 7)
The vehicle can be driven before the navigation system reacquires its position (e.g. the current vehicle position is displayed). When the system displays the actual vehicle location the system update is completed.
19. The upgrade of the navigation system is now complete. Please place these instructions into the provided DVD case.



Figure 7 COMAND Display after position is reacquired