

# News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Principals, Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Initial Recall Campaign Notification Models 447(Metris), 907 (Sprinter) Model Years 2016-2020 eCall Software Update</b>	DATE: February 12, 2021

## IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



# News Channel Update | Vans Customer Service and Parts

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>eCall Software Update</b>
<b>2021020024</b>	<b>PDGHERMPOS</b>	
<p>This is to notify you of an upcoming <b>Recall Campaign</b> concerning the eCall Software Update on approximately <b>82,011</b> MY16-20 Mercedes-Benz Metris and Sprinter vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged "PENDING" in VMI and <b>cannot be sold</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz and Freightliner vehicles, has determined that on certain on certain Model Year ("MY") 2016 - 2020 Metris and Sprinter vehicles (447, 907 platform), the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash.	
<b>What We're Doing</b>	As a precautionary measure, MBAG will update the software of the communication module for the automatic emergency call system on the affected vehicles. All customers will receive official recall notification letters. For vehicles that are subscribed to the Mercedes Me/Mercedes Pro service, this software update will be performed over-the-air and with no workshop visit required. For vehicles that are not subscribed to the Mercedes Me/ Mercedes Pro service, the notification letter will advise the customer that he/she may opt out of the over-the-air update and visit an authorized workshop to have the update performed. If the customer does not opt out within the specified period, the update will be sent to the vehicle thereafter.	
<b>Parts</b>	<b>Parts are still being verified.</b> <b>An additional notification will be sent when parts are available for repair.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016-2020	
<b>Vehicle Model (s)</b>	Sprinter(907) and Metris (447)	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>82,011</b>	
<b>Dealer Inventory</b>	<b>3,159</b>	
<p><b>Given this notice, it is <u>a violation of Federal Law</u> for a dealer to sell or lease any <u>new</u> Sprinter and/or Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is <u>a violation of Federal Law</u> for rental companies to rent new Sprinter and/or Metris vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter will be mailed in mid-February 2021.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA/DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA/DVUSA dealer.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Mercedes-Benz USA, LLC and Daimler Vans USA, LLC

Mercedes-Benz AG Companies

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600

