

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Recall Campaign Launch Notification Model 907 (Sprinter) Model Year 2019 Reprogram ESP Software for Campers</b>	DATE: June, 2021



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Reprogram ESP Software for Campers</b>
<b>20210600xx</b>	<b>VS3HOLAPLI</b>	
<p>This is to notify you of a <b>Recall Campaign Launch</b> to reprogram the ESP software on approximately <b>168</b> MY19 Mercedes-Benz 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 as “<b>OPEN</b>” in VMI and <b>cannot be sold</b> until the recall has been completed.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz Vans, has determined that on certain Mercedes-Benz vehicles from platform 907 (VS30) with the camper upfit option, the ESP Software was not adapted for upfitted vehicles that have a higher center of gravity. Depending on the vehicle’s individual specifications after the camper upfit (e.g. center of gravity), the risk of a crash could increase during highly dynamic driving maneuvers without the specified version of the ESP software.</p>	
<b>What We’re Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the software version of the corresponding ESP control unit.</p>	
<b>Remedy</b>	<b>Software is available.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019	
<b>Vehicle Model</b>	Sprinter VS30, Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>168</b>	
<b>Dealer Inventory</b>	<b>0</b>	
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new Sprinter 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 a violation of Federal Law for rental companies to rent new Sprinter 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 to be mailed in July, 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 fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA 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

Campaign No. 2021060020 June, 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2019**  
**Reprogram ESP Software for Campers**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz Vans, has determined that on certain Mercedes-Benz vehicles from platform 907 (VS30) with the camper upfit option, the ESP Software was not adapted for upfitted vehicles that have a higher center of gravity. Depending on the vehicle’s individual specifications after the camper upfit (e.g. center of gravity), the risk of a crash could increase during highly dynamic driving maneuvers without the specified version of the ESP software. MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the software version of the corresponding ESP control unit.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately **167** vehicles are involved.



Order No. V-RC-2021060020











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.

**Model 907, 910**  
**with code X2R (Bodybuilder requirement: conversion to motorhome)**

**Operation no. of the operation texts or standard texts and flat rates**

Category	Op. no.	Operation text	Time	Damage Code	Code
L	02 2443	Operations: Connect/disconnect vehicle diagnosis system	0.1Hr	32 903 55	VS3HOLAP LI
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1Hr	32 903 55	VS3HOLAP LI
L	02 2442	Operations: Update ..... control unit software (vehicle diagnosis system connected)	0.1Hr	32 903 55	VS3HOLAP LI

	Notes on programming control units		AH54.21-P-0001-03Z
	<b>Check</b>		
1	Check whether vehicle is affected by measure.	<p>Affected vehicles: Update software of ESP(R) control unit (code: VS3HOLAPLI, acc. no.: 32 903 55) Model 907.### ## as of 000674 up to 007927, 910.### ## as of 000644 up to 009795 with code X2R (Bodybuilder requirement: conversion to motorhome)</p> <p> For authorized Mercedes-Benz service partners, only the entry in the Extended VEGA Application (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.</p>	SM42.45-D-0035-01AAA

<b>Update software</b>			
2  AR	Connect charging equipment. Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle	 During the entire work procedure a sufficiently large voltage supply must be provided for the vehicle's on-board electrical system. Otherwise any undervoltage that occurs may damage the control units.  Follow the operating instructions for the charger.  Use the charger to ensure that an adequate power supply (min. 12.5 V) is provided for the on-board electrical system battery.	AR54.10-D-1127TS
3  AD	Connect diagnostic system.	 Always use the latest XENTRY Diagnosis software release.  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	AD00.00-D-2000-06TS
4	Update software for ESP <sup>®</sup> control unit.	 It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	
5  AD	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6  AR	Remove charger from vehicle.		AR54.10-D-1127TS