

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019-2020 Update ESP Control Unit Software (Park Lock Support Function)	DATE: December, 2021



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Update ESP Control Unit Software
2021120017/18	PDGPA27ERI/ERO	
<p>This is to notify you of an initial Recall Campaign to update the ESP control unit software on approximately 45,079 MY19-20 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG(MBAG), the manufacturer of Mercedes-Benz Sprinter Vans was notified of customer complaints claiming a van had "rolled away" after the driver had selected gear position "P" (Park) and P was displayed in the instrument cluster. If the driver does not properly secure the vehicle in accordance with parking instructions in the Operator's Manual, it is possible that the vehicle could roll from its parked position and therefore increase the risk of a crash.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the ESP control unit with a revised parameter set on the affected vans.</p>	
Parts	<p>The remedy is not yet available</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019-2020	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	45,079	
Dealer Inventory	23	
<p>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.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>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.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter to be mailed in January, 2022.	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	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>		

