

News Channel Update | Vans Customer Service and Parts

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 447/907 (Metris/Sprinter) Model Years 2019-2021 Update Hermes Communication Module Software	DATE: June, 2022



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	Update Hermes Communication Module Software
2022060001	PDGSIMKOM	
<p>This is to notify you of an initial Recall Campaign notification to update the Hermes Communication Module Software on approximately 17,165 MY19-21 Mercedes-Benz Sprinter vans and 80 MY20-21 Mercedes-Benz Metris 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 and Metris vans, has determined that due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card might inadvertently become disabled. Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the eCall function would not be available. Therefore, the condition may preclude or delay the arrival of emergency responders. This might increase the consequences of an injury following an emergency event.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. As a precautionary measure, the supplier of the SIM card will update the SIM profile of the communication modules on the affected vehicles. This update is planned to be performed Over-The-Air with no workshop visit being required. If the over-the-air update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed.</p>	
Parts	Software is not yet available	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019-2021	
Vehicle Model	Sprinter VS30, Platform 907 & Metris VS20, Platform 447	
Vehicle Populations		
Total Recall	17,165	
Dealer Inventory	16 Sprinter & 5 Metris	
<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 July, 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>		

Mercedes-Benz USA, LLC

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