

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Recall Campaign Launch Notification</b> <b>Model – 907 Sprinter</b> <b>Model Years 2019-2022</b> <b>Update Instrument Cluster Software</b>	DATE: April, 2023



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>Update Instrument Cluster Software</b>
<b>2023030013</b>	<b>PDGKOMBAUS</b>	
<p>This is to notify you of an <b>Initial Recall Campaign</b> to update instrument cluster software on approximately <b>6,440</b> MY 2019-2022 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 "<b>PENDING</b>" in VMI and <b>CANNOT BE SOLD</b> until the recall has been remedied.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz Sprinter vans, has determined that on certain Sprinter (907 platform) vehicles, the instrument cluster might remain non-functional upon vehicle start up. In the rare circumstance the malfunction occurs, information such as the speedometer, the fuel gauge, indicator lamps and warning messages, as well as acoustic warnings would not be available. The issue would occur upon vehicle start up, and continue during its operations and subsequent ignition cycles. Should the vehicle be driven with the instrument cluster malfunction present, the risk of a crash cannot be ruled out.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the instrument cluster software on the affected vehicles.</p>	
<b>Remedy</b>	<b>Software is not yet available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019-2022	
<b>Vehicle Model</b>	Sprinter	
<b>Vehicle Populations</b>		
<b>Population</b>	6,440	
<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 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 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 at the end of April, 2023	
<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>		

