

TO: Mercedes-Benz Dealer Principals, Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: Service Campaign Notification Model 907 (Sprinter) Model Years 2019-2020 Update Instrument Cluster Software	DATE: March, 2021

IMPORTANT SERVICE CAMPAIGN INFORMATION



Campaign No. :	Campaign Desc. :	Update Instrument Cluster Software
2021030012	VS3ORTUNKI	
<p>This is to notify you of the upcoming Service Campaign concerning updating instrument cluster software on approximately 29,883 MY19-20 Mercedes-Benz and Freightliner Sprinter vans. All affected VINs will be flagged as "OPEN" in VMI on 3/16/21.</p>		
Background		
Issue	<p>MBAG, the manufacturer of Mercedes-Benz Sprinter Vans, has determined that in certain Sprinter vehicles, the menu item "Vehicle Tracker display" is not correctly programmed in the HERMES communication module. The message is shown to the driver that the Vehicle Tracker is not active, even though it is active.</p>	
What We're Doing	<p>MBUSA/DVUSA is conducting a service campaign. An authorized Mercedes-Benz Sprinter dealer will update the instrument cluster software</p>	
Parts	<p>Software is available.</p>	
Vehicles Affected		
Vehicle Model Year(s)	<p>Model Year 2019-2020</p>	
Vehicle Model	<p>Sprinter, VS30 / Platform 907</p>	
Vehicle Populations		
Total Recall	<p>29,883</p>	
Dealer Inventory	<p>259</p>	
Next Steps/Notes		
AOMS/SOMS	<p>Please ensure your dealers have read and understand this notice.</p>	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021030012 March, 2021

TO: ALL MERCEDES-BENZ & FREIGHTLINER CENTERS

SUBJECT: **Model 907 Model Year 2019-2020**
Update Instrument Cluster Software

MBAG, the manufacturer of Mercedes-Benz Sprinter Vans, has determined that in certain Sprinter vehicles, the menu item "Vehicle Tracker display" is not correctly programmed in the HERMES communication module. The message is shown to the driver that the Vehicle Tracker is not active, even though it is active.

An authorized Mercedes-Benz Sprinter dealer will update the instrument cluster software

Prior to performing this Service 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 Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately **29,883** vehicles are affected.

Order No. V-SC-2021030012

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.

Service Campaign Bulletin

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



Service Campaign Bulletin








Service Campaign Bulletin

Model 907, 910
with code JH3 (Communication module (LTE) for digital services)

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

Category	Op. no.	Operation text	Time	Acc. no.	Code
L	02 2443	Operations: Connect/disconnect vehicle diagnosis system	0.1hr	54 903 74	VS3ORTUN KI
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1hr	54 903 74	VS3ORTUN KI
L	02 2442	Operations: Update control unit software (vehicle diagnosis system connected)	0.1hr	54 903 74	VS3ORTUN KI

	Notes on programming control units		AH54.21-P-0001-03Z
	Check		
1	Check whether vehicle is affected by measure.	 <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>	
	Update software		
2 	Connect diagnostic system.	 <p>Always use the latest XENTRY Diagnosis software release.</p>  <p>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	AD00.00-D-2000-06TS

<p>3</p> <p> AR</p>	<p>Connect charging equipment. Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle</p>	<p> 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.</p> <p> Follow the operating instructions for the charger.</p> <p> Use the charger to ensure that an adequate power supply (min. 12.5 V) is provided for the on-board electrical system battery.</p>	<p>AR54.10-D-1127TS</p>
<p>4</p>	<p>Update instrument cluster (IC) software.</p>	<p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	
<p>5</p> <p> AD</p>	<p>Disconnect diagnostic system.</p>		<p>AD00.00-D-2000-06TS</p>
<p>6</p> <p> AR</p>	<p>Remove charger from vehicle.</p>		<p>AR54.10-D-1127TS</p>