



MERCEDES-BENZ USA, LLC  
 One Mercedes-Benz Drive  
 Sandy Springs, GA, 30328  
 Phone: (770) 705-0600  
 Fax: (770) 705-0117  
 MBUSA.com



Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations & Certifications
RE: <b>Customer ONE Campaign Model 907 Year 2019 Speed Limiter Activation</b>	DATE: February 11, 2020

## IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Speed Limiter Activation on Amazon Vans</b>
2020020011	USVS3LIMIT	
<p>This is to notify you of the <b>Customer ONE Campaign LAUNCH</b> for certain Model Year 2019 Model 907 platform (Sprinter) vehicles for Amazon. Please review the service information below. The vehicles will be visible and flagged in VMI as "OPEN".</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Vans, has coordinated with Amazon to install Speed Limiters on all 2019 907 Amazon Sprinter Vans.	
<b>What We're Doing</b>	Mercedes-Benz ("MBUSA") will conduct a Service Campaign. An authorized Mercedes-Benz Sprinter dealer will activate the Speed Limiter.	
<b>Parts</b>	Parts are not necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019	
<b>Vehicle Model</b>	Sprinter – Mercedes-Benz	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	9,693	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs – This Service Campaign may generate questions from your dealers.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		





## Action

Date: February 2020

**i** Note: Revisions have been highlighted

SUBJECT: **Model 907**  
**Model Year 2019**  
**Speed Limiter**

**This Customer 1 Action has been initiated to activate the Speed Limiter on the Amazon vans. Dealer will activate the Speed Limiter either during the next workshop visit or in coordination with the Delivery Service Provider.**

Prior to performing this Customer 1 Action:  
Please check VMI to insure the vehicle is involved and to determine if the vehicle was previously repaired.

Approximately **9,693** vehicles are affected.

C1A Amazon Limiter Activation  
Activate Limiter (MD3) on Amazon Sprinter 907 Fleet

**Procedure**

<b>Operation Number</b>	<b>Operation Text</b>	<b>Damage Code</b>	<b>Codeword</b>
54-1011	Perform Quicktest	21 989 75 8	USVS3LIMIT
54-0650	Maintain on-board electrical system voltage (during testing and diagnosis work)	21 989 75 8	USVS3LIMIT
54-0990	Program, code control unit – EZS, CDI, CPC, ESP.....(after Quicktest)	21 989 75 8	USVS3LIMIT

1. Check SA coding data in VMI and ensure SA code MD3 speed limitation to 75 mph is present
2. Connect battery charger and XENTRY diagnosis
3. Perform SCN coding of the following control units
  - a. N73/8 (EZS)
  - b. N3/28 (CDI)
  - c. N127 (CPC)
  - d. N30/4 (ESP)
4. Perform Quicktest and clear fault memories
5. Perform road test and confirm vehicle speed is limited to 75 mph

**Labor Time:** 0.6h