

Campaign No. 2021050001, May, 2021

TO: ALL MERCEDES-BENZ & FREIGHTLINER CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2019-2021**  
**Reprogram Multifunction Display**

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vans, has determined that on certain platform 907 (VS30) Sprinter vehicles, the degree of illumination in the multifunctional display in the instrument cluster may not be adjustable as specified in FMVSS 101 (Controls and Displays). Affected vehicles that do not meet the illumination adjustment requirements for the instrument cluster do not comply with FMVSS 101, which could increase the risk of a crash if the instrument cluster is too bright for the ambient conditions. An authorized Mercedes-Benz Sprinter dealer will conduct a software update for the instrument cluster on the affected vehicles.

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

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately **1,284** vehicles are involved.

Order No. V-RC-2021050001 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.






<b>SM54.30-D-0043SG</b>	<b>Update instrument cluster software (code: VS3DISPKI, acc. no.: 54 923 61)</b>	<b>14.04.2021</b>
-------------------------	--	-------------------








**Model 907**  
**with code E10 (Entry-level radio)**  
**with code JK5 (Instrument cluster with color display)**  
**with code ZU7 (National version for Canada)**

**Model 907**  
**with code E10 (Entry-level radio)**  
**with code JK5 (Instrument cluster with color display)**  
**with code ZU8 (National version for USA)**

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

Category	Op. no.	Operation text	Time	DAMAGE CODE	Code
L	02 2443	Operations: Connect/disconnect vehicle diagnosis system	--- 0.1hr	54 923 61	VS3DISPKI
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	--- 0.1hr	54 923 61	VS3DISPKI
L	02 2442	Operations: Update ..... control unit software (vehicle diagnosis system connected)	--- 0.1hr	54 923 61	VS3DISPKI

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