

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Recall Campaign Launch Notification Model 907 (Sprinter) Model Years 2019-2020 Update ESP Control Unit Software (Park Lock Support Function)</b>	DATE: February, 2022



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

**Please Note: There will be no rental reimbursement for companies or individuals who decide to ground their vehicles due to this recall. THIS IS NOT A STOP DRIVE EVENT!**

Please see the attached documents related to the campaign listed above



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	Update ESP Control Unit Software
<b>2022010005</b>	<b>VS3PA27ERI</b>	
<p>This is to notify you of a <b>Recall Campaign Launch</b> to update the ESP control unit software on approximately <b>43,632</b> MY19-20 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 as <b>"OPEN"</b> in VMI and cannot be sold.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz Sprinter Vans, was notified of customer complaints claiming a van had "rolled away" after the driver had selected gear position "P" (Park) and P was displayed in the instrument cluster. In very rare instances, a fault could result in a temporary parking gear malfunction. In that rare event, if the vehicle operator has followed standard parking procedures (emphasized in the Operator's Manual) by activating the parking brake, the vehicle will not roll. If the driver does not properly secure the vehicle in accordance with parking instructions in the Operator's Manual, it is possible that the vehicle could roll from its parked position and therefore increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the ESP control unit with a revised parameter set on the affected vans. <b>Please note that, even with the update to the ESP control unit, the vehicle operator still must properly secure the vehicle in accordance with the important standard parking instructions in the Operator's Manual, and applicable local law.</b></p>	
<b>Remedy</b>	<p>The software is available</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019-2020	
<b>Vehicle Model</b>	Sprinter VS30, Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>43,632</b>	
<b>Dealer Inventory</b>	<b>18</b>	
<p><b>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. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. 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.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter to be mailed in February, 2022.	
<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>		



Campaign No. 2022010005, January, 2022

TO: ALL MERCEDES-BENZ & FREIGHTLINER CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2019-2020  
Update ESP Control Unit Software**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, was notified of customer complaints claiming a van had “rolled away” after the driver had selected the Park “P” gear position and P was displayed to the driver in the instrument cluster. MBAG confirmed that if the vehicle is not properly secured in accordance with the parking instructions in the vehicle Operator’s Manual, in particular, always engaging the parking brake after shifting to P, the vehicle could roll from its parked position and therefore increase the risk of a crash. Always secure the van in accordance with the instructions in the Operator’s Manual. An authorized Mercedes-Benz Sprinter dealer will update the ESP control unit with a revised parameter set on the affected vans.

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 **47,041** vehicles are involved.





Order No. V-RC-2022010005









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.

**Model 907 with transmission 722.9  
except code B25 (Electric parking brake)**

**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 diagnostic system	0.1 hrs	27 906 09	VS3PA27ER 
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1 hrs	27 906 09	VS3PA27ER 
L	02 2444	Operations: Perform SCN coding in control unit (vehicle diagnosis system connected)	0.1 hrs	27 906 09	VS3PA27ER 

	Notes on SCN coding of control units		AH54.21-P-0004-01X
	<b>Check</b>		
1	Check whether vehicle is affected by measure.	Affected vehicles: Code Electronic Stability Program (ESP(R)) control unit (code: VS3PA27ERI, acc. no.: 27 906 09) Model 907.### ## as of 000853 up to 261076 with transmission 722.9 except code B25 (Electric parking brake)	SM42.45-D-0038-01AAA
	<b>Update SCN coding</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>Perform SCN coding in Electronic Stability Program (ESP®) control unit.</p>	<p> Under the menu item "Adaptations → Control units update", follow the instructions for "Updating SCN coding".</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>