

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</b> <b>Models: Sprinter(907)</b> <b>Model Years: 2019-2020</b> <b>eCall Hermes Software Update</b>	DATE: April 14, 2022



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>eCall Hermes Software Update</b>
<b>2021120009</b>	<b>VSXHERMPOC</b>	
<p>This is to notify you of a <b>Recall Campaign Launch</b> to update the eCall Software on approximately <b>4,130</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 “<b>OPEN</b>” in VMI and <b>cannot be sold</b> until remedied.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2020 Sprinter (907) vehicles, the software design of the communication module may fail to communicate the correct vehicle’s location for the emergency call system (“eCall”) in the event of a crash. Depending on the crash scenario, a temporary drop in the on-board electrical voltage system may occur. If this occurs, the wrong location may be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury.</p>	
<b>What We’re Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will perform a software update on the eCall Hermes module.</p>	
<b>Parts</b>	<b>Software is Available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019-2020	
<b>Vehicle Model (s)</b>	Sprinter(907)	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>4,130</b>	
<b>Dealer Inventory</b>	<b>2</b>	
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new Sprinter and/or Metris 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 new Sprinter and/or Metris 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 will be mailed in May, 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>		








**Model 907, 910**

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

<b>Category</b>	<b>Op. no.</b>	<b>Operation text</b>	<b>Time</b>	<b>Damage Code</b>	<b>Code</b>
L	02 2443	Operations: Connect/disconnect diagnostic system	0.1hrs	54 975 58	VSXHERMP OC
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1hrs	54 975 58	VSXHERMP OC
L	02 2442	Operations: Update ..... control unit software (vehicle diagnosis system connected)	0.1hrs	54 975 58	VSXHERMP OC
L	02 0537	Operations: Extra work for: Update ..... control unit software for increased programming effort	0.1hrs	54 975 58	VSXHERMP OC

	Notes on programming control units		AH54.21-P-0001-03Z
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☐	Check		
1	Check whether vehicle is affected by measure.	<p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)  Model 907.### ## as of 000002 up to 030263, 910.### ## as of 000001 up to 030262</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)  Model 907.### ## as of 030263 up to 069715, 910.### ## as of 030263 up to 069676</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)  Model 907.### ## as of 069716 up to 113848, 910.### ## as of 069840 up to 113829</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)  Model 907.### ## as of 113849 up to 203828, 910.### ## as of 113879 up to 203696</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)  Model 907.### ## as of 203829 up to 327021, 910.### ## as of 203889 up to 326949</p>	<p>SM82.95-D-0017-01AAA</p> <p>SM82.95-D-0017-01AAB</p> <p>SM82.95-D-0017-01AAC</p> <p>SM82.95-D-0017-01AAD</p> <p>SM82.95-D-0017-01AAE</p>

	<b>Update software</b>		
2 AR	Connect charging equipment. Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle	<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>	AR54.10-D-1127TS
3 AD	Connect diagnostic system.	<p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	AD00.00-D-2000-06TS
4	Update software for HERMES control unit.	<p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p><b>The process may last several hours.</b></p>	
5 AD	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6 AR	Remove charger from vehicle.		AR54.10-D-1127TS