

| | |
|---|--|
| TO: Mercedes-Benz Dealers, 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 2019-2022 Update Vehicle Software | DATE: January, 2023 |

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz



| | | |
|---|--|------------------------|
| Campaign No. : | Campaign Desc. : | Update Software |
| 2022120009 | 22V2790614 | |
| <p>This is to notify you of the upcoming Service Campaign to update software on approximately 124,079 MY 2019-2021 Mercedes-Benz Sprinter vans. All affected VINs will be flagged as "OPEN" in VMI.</p> | | |
| Background | | |
| Issue | <p>In addition to the recalls 2790611, 2790612 and 2790613 regarding the "Automatic transmission – Park pawl function", this service measure gets applied simultaneously along with the above mentioned recalls. This service measure will provide an alert to the driver in the event that the vehicle is not properly secured (according to the parking instructions in the operator’s manual; vehicle in “park” with the manual parking brake set).</p> | |
| What We’re Doing | <p>An authorized Mercedes-Benz dealer will update the software of various control units (incl. the ESP and transmission control units) in the affected vehicles.</p> <p>Please close out the service campaign using op code 02-2442 & 0.1hr, along with damage code 27 906 14. Because this measure is bundled with the previously launched “Park Pawl Function” recalls (2790611/2/3), there is no additional action required at the workshop.</p> | |
| Parts | Software is Available | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2019-2022 | |
| Vehicle Model | 907 Sprinter | |
| Vehicle Populations | | |
| Total Vehicles | 115,115 | |
| Next Steps/Notes | | |
| AOMS/SOMS | Please ensure your dealers have read and understand this notice | |
| <p>While we regret any inconvenience this may cause, MBUSA are determined to maintain a high level of vehicle quality and customer satisfaction.</p> | | |

