

TO: Mercedes-Benz Dealer Principals, 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 Software - Driver Alert Display and Audible Alarm	DATE: April, 2023

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz

Campaign No. :	Campaign	Update Software for Driver Alert
2023040006	23V2790615	
<p>This is to notify you of the upcoming Service Campaign to update software to provide visual and audible driver alerts on approximately 6,745 MY 2019-2022 Mercedes-Benz Sprinter vans. All affected VINs will be flagged as "OPEN" in VMI.</p>		
Background		
Issue	<p>This service campaign will provide a visual and audible alert to the driver in the event that the driver exits the driver seat without first placing the transmission shift lever into Park (P position of Automatic Transmission)</p>	
What We're Doing	<p>An authorized Mercedes-Benz dealer will perform a software update.</p>	
Parts	<p>Software is Available.</p>	
Vehicles Affected		
Vehicle Model Year(s)	<p>2019-2021</p>	
Vehicle Model	<p>Sprinter, VS30 / Platform 907</p>	
Vehicle Populations		
Total Vehicles	<p>6,745</p>	
Next Steps/Notes		
AOMS/SOMS	<p>Please ensure your dealers have read and understand this notice.</p>	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Campaign No. 2023040006 April 2023

TO: ALL Mercedes-Benz Centers

SUBJECT: **Model 907 Sprinter Model Year 2019-2022**
Update Software-Driver Alert

This service campaign will provide a visual and audible alert to the driver in the event that the driver exits the driver seat without first placing the transmission shift lever into Park (P position of Automatic Transmission)

An authorized Mercedes-Benz dealer will perform a software update.

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

Approximately **6,745** Sprinter vehicles are affected.

Order No. V-SC-2023040006 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.

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

S 27 19-D-0046S	Update control unit software (code: 22V2790615, acc. no.: 27 906 15)	
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

Model 907 with transmission 722.9







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 hr	27 906 15	22V2790615
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1 hr	27 906 15	22V2790615
L	02 2442	Operations: Update control unit software (vehicle diagnosis system connected)	0.1 hr	27 906 15	22V2790615

Important!

Automated procedure - up to five (5) control units are updated.

	Notes on programming control units		AH54.21-P-0001-03Z
	Check		
1	Check whether vehicle is affected by measure.		
	Update software		
2 	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

<p>3</p> <p> AD</p>	<p>Connect diagnostic system.</p>	<p> Always use the latest XENTRY Diagnosis software release with all available add-ons.</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	<p>AD00.00-D-2000-06TS</p>
<p>4</p>	<p>Update automatic transmission control unit software.</p>	<p> The operation steps must be performed exactly as per XENTRY Diagnosis.</p> <p>Automated procedure - up to five (5) control units are updated.</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>