

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Recall Campaign Launch Notification Model – 907 Sprinter Model Years 2019-2022 Update Instrument Cluster Software	DATE: April, 2023



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.



Campaign No. :	Campaign Desc. :	Update Instrument Cluster Software
2023040007	VS3KOMBAUS	
<p>This is to notify you of the Recall Campaign Launch to update instrument cluster software on approximately 6,440 MY 2019-2022 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged "OPEN" in VMI and CANNOT BE SOLD until the recall has been remedied.</p>		
Background		
Issue	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz Sprinter vans, has determined that on certain Sprinter (907 platform) vehicles, the instrument cluster might remain non-functional upon vehicle start up. In the rare circumstance the malfunction occurs, information such as the speedometer, the fuel gauge, indicator lamps and warning messages, as well as acoustic warnings would not be available. The issue would occur upon vehicle start up, and continue during its operations and subsequent ignition cycles. Should the vehicle be driven, even with the instrument cluster malfunction present, the risk of a crash cannot be ruled out.</p>	
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the instrument cluster software on the affected vehicles.</p>	
Remedy	Software is available	
Vehicles Affected		
Vehicle Model Year(s)	2019-2022	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	6,440	
Dealer Inventory	0	
<p>Given this notice, it is a <u>violation of Federal law</u> for a dealer to sell or lease any <u>new</u> vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a <u>violation of Federal Law</u> for rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter to be mailed in May, 2023	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	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. 2023040007 April, 2023

TO: ALL Mercedes-Benz & Freightliner CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2019-2022**
Update Instrument Cluster Software

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz & Freightliner Sprinter vans, has determined that on certain Sprinter (907 platform) vehicles, the instrument cluster might remain non-functional upon vehicle start up. In the rare circumstance the malfunction occurs, information such as the speedometer, the fuel gauge, indicator lamps and warning messages, as well as acoustic warnings would not be available. The issue would occur upon vehicle start up, and continue during its operations and subsequent ignition cycles. Should the vehicle be driven, even with the instrument cluster malfunction present, the risk of a crash cannot be ruled out.

An authorized Mercedes-Benz & Freightliner Sprinter dealer will update the instrument cluster software 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 **6,854** vehicles are involved.






Order No. V-RC-2023040007







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

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

Category	Op. no.	Operation text	Time	Damage Code	Codeword
L	02 2443	Operations: Connect/disconnect diagnostic system	0.1 h	54 963 31	VS3KOMBA US
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1 h	54 963 31	VS3KOMBA US
L	02 2442	Operations: Update control unit software (vehicle diagnosis system connected)	0.1 h	54 963 31	VS3KOMBA US

	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 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>