

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>RE: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019 Replace Operator's Manual</b>	DATE: March, 2021

## IMPORTANT CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Replace Operator's Manual
2021020027	VS3PRIDIBA	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> concerning the Operators Manual on approximately <b>9</b> MY19 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 "OPEN" in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that certain Sprinter vehicles from platform 907 (VS30) may have been delivered with a version of the printed and digital Operator's Manual that had not been finalized. If the operator relies on a version of the Owner's Manual that had not been finalized, the information about vehicle functions and other safety relevant information may be inaccurate and/or incomplete, which could lead to improper operation of the vehicle and potentially increase the risk of a crash and/or injury to person.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will replace the printed version of the Operator's Manual with the latest series version and update the software of the digital version of the Operator's Manual in the respective control unit.	
<b>Parts</b>	<b>Parts are Available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019	
<b>Vehicle Model</b>	Sprinter, VS30 / Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	9	
<b>Dealer Inventory</b>	0	
<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.</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 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 March, 2021	
<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, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		





Mercedes-Benz

Campaign No. 2021020027 March, 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019**  
Replace Operator's Manual

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that certain Sprinter vehicles from platform 907 (VS30) may have been delivered with a version of the printed and digital Operator's Manual that had not been finalized. If the operator relies on a version of the Owner's Manual that had not been finalized, the information about vehicle functions and other safety relevant information may be inaccurate and/or incomplete, which could lead to improper operation of the vehicle and potentially increase the risk of a crash and/or injury to person.

- 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 9 vehicles are involved.



Order No. V-RC-2021020027


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 code ZU8 (National version for USA)**

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

Category	Op. no.	Operation text	Time	Acc. no.	Code
L	02 1248	Operations: Replace/provide operator's manual	0.1hrs	58 922 58	VS3PRIDIB A
L	02 2443	Operations: Connect/disconnect vehicle diagnosis system	0.1hrs	58 922 58	VS3PRIDIB A
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1hrs	58 922 58	VS3PRIDIB A
L	02 2442	Operations: Update ..... control unit software (vehicle diagnosis system connected)	0.1hrs	58 922 58	VS3PRIDIB A
L	02 2457	Operations: Extra work for updating .... .. control unit software for increased data volume	0.2hrs	58 922 58	VS3PRIDIB A

	Notes on programming control units		AH54.21-P-0001-03Z
	<b>Check</b>		
1	Check whether vehicle is affected by measure.	 For authorized Mercedes-Benz service partners, only the entry in the Extended VEGA Application (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.	

	<b>Replace</b>		
2	Replace operator's manual.	<p><b>i</b></p> <p>When ordering, take into account the vehicle identification number:</p> <p><b>WD3PF0CD5KP001337</b> → A 907 584 52 02</p> <p><b>WD3PF0CD4KP001443</b>→ A 907 584 51 02</p> <p><b>WDAPF3CC6KN000873</b>→ A 907 584 53 02</p> <p><b>WDZPF0CD5KP001442</b>→ A 907 584 53 02</p> <p><b>WDZPF0CD4KP001447</b>→ A 907 584 53 02</p> <p><b>WDZPF0CD6KP001448</b>→ A 907 584 53 02</p> <p><b>WD3PF0CD2KP001439</b>→ A 907 584 51 02</p> <p><b>WDZPF0CD8KP001449</b>→ A 907 584 53 02</p> <p><b>WDAPF3CC6KN000887</b>→ A 907 584 53 02</p>	
	<b>Update software</b>		
3 	Connect diagnostic system.	<p><b>i</b></p> <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 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.</p> <p>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
5 SI	Update head unit control unit software. Service Information: Regio DVD and Retail Data Storage	 <p>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>  <p>The <b>digital</b> operator's manual is updated here.</p>	SI00.01-D-0044SG
6 AD	Disconnect diagnostic system.		AD00.00-D-2000-06TS
7 AR	Remove charger from vehicle.		AR54.10-D-1127TS

#### Parts ordering note

Part no.	Designation	Quantity
A 907 827 15 00	DVD operator's manual	1
A 907 584 51 02	Operator's manual (take into account information in operation step 2)	n. B.
A 907 584 52 02	Operator's manual (take into account information in operation step 2)	n. B.
A 907 584 53 02	Operator's manual (take into account information in operation step 2)	n. B.