

News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Principals, Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Launch Recall Campaign Notification 907 (Sprinter) Model Years 2019-2020 Rear View Camera Software Update	DATE: March, 2021

IMPORTANT NEW RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	Rear View Camera Software Update
2021020039	VS3RUECON	
<p>This is to notify you of an upcoming Recall Campaign to update the rear view camera software on approximately 198 MY19-20 Mercedes-Benz and Freightliner 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.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30) equipped with the multimedia system "Connect 5" and a rear view camera, the rear view image may not display within 2 seconds from the start of a backing event and/or the rear view image may be obscured or covered by the visual display of the Emergency Call (eCall) pop-up window, if the eCall system is activated while the reverse gear is engaged. Affected vehicles that do not meet the activation time or field of view requirements do not comply with FMVSS 111 and could increase the risk of a crash.</p>	
What We're Doing	<p>DVUSA will conduct a voluntary recall campaign. An authorized Mercedes-Benz or Freightliner Sprinter dealer will conduct a software update on the affected vehicles.</p>	
Parts	Software is available	
Vehicles Affected		
Vehicle Model Year(s)	2019-2020	
Vehicle Model (s)	Sprinter(907)	
Vehicle Populations		
Total Recall	198	
Dealer Inventory	5	
<p>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.</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 violation of Federal Law for rental companies to rent new Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in March 2021.	
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>		

Mercedes-Benz USA, LLC and Daimler Vans USA, LLC

Mercedes-Benz AG Companies

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600





Mercedes-Benz

Campaign No. 2021020039, March, 2021

TO: ALL MERCEDES-BENZ & FREIGHTLINER CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2019-2020
Rear View Camera Software Update**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30) equipped with the multimedia system “Connect 5” and a rear view camera, the rear view image may not display within 2 seconds from the start of a backing event and/or the rear view image may be obscured or covered by the visual display of the Emergency Call (eCall) pop-up window, if the eCall system is activated while the reverse gear is engaged. Affected vehicles that do not meet the activation time or field of view requirements do not comply with FMVSS 111 and could increase the risk of a crash. An authorized Mercedes-Benz or Freightliner Sprinter dealer will conduct a software update 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 **198** vehicles are involved.

Order No. V-RC-2021020039 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.

SM82.85-D-0064SG	Update software for head unit and reversing camera (code: VS3RUECON, acc. no.: 54 903 73)	16.02.2021
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Model 907
with code E3M (MBUX multimedia system with 7-inch touch screen)
with code FR8 (Rear view camera)
with code ZU7 (National version for Canada)
except code E1E (Navigation)
except code E1S (Satellite radio)

Model 907
with code E3M (MBUX multimedia system with 7-inch touch screen)
with code FR8 (Rear view camera)
with code ZU8 (National version for USA)
except code E1E (Navigation)
except code E1S (Satellite radio)

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

Category	Op. no.	Operation text	Time	Acc. no.	Code
L	02 2443	Operations: Connect/disconnect vehicle diagnosis system	0.1 hr	54 903 73	VS3RUECON
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1 hr	54 903 73	VS3RUECON
L	02 2442	Operations: Update control unit software (vehicle diagnosis system connected)	0.1 hr	54 903 73	VS3RUECON
L	02 2442	Operations: Update control unit software (vehicle diagnosis system connected)	0.1 hr	54 903 73	VS3RUECON

Topical note	Notes on carrying out repair work in the vehicle interior		AH68.00-N-0001-01S
	Notes on programming control units		AH54.21-P-0001-03Z
	Check		
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.	

Update software			
2 AD	Connect diagnostic system.	<p>i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	AD00.00-D-2000-06TS
3 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>i Follow the operating instructions for the charger.</p> <p>i 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
4	Update head unit control unit software.	<p>i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p>i Do not yet remove vehicle diagnosis system.</p>	
5	Update software for reversing camera (RFK) control unit.	<p>i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	
6 AD	Disconnect diagnostic system.		AD00.00-D-2000-06TS
7 AR	Remove charger from vehicle.		AR54.10-D-1127TS