

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019-2021 Update MBUX Software	DATE: July, 2021



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Update MBUX Software
2021070001	PDGUXPOBOD	
<p>This is to notify you of an Initial Recall Campaign to update the MBUX software on approximately 32,411 MY19-21 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 as "PENDING" in VMI on 7/2/21</p>		
Background		
Issue	<p>Mercedes-Benz AG (MBAG) has determined that the software of the MBUX multimedia system might not meet specifications. Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted which could increase a risk of a crash or injury.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. Either an authorized Mercedes-Benz dealer or an over-the-air ("OTA") update will update the MBUX software on the affected vehicles.</p>	
Remedy	<p>Software is not yet available. An additional notification will be sent once the remedy is available.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019-2021	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	32,411	
Dealer Inventory	388	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new or used 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 Sprinter 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 End of July, 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>		

