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| TO: Mercedes-Benz 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 2019-2021 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 |
| 2021070023 | VS3UXPOBOD | |
| <p>This is to notify you of a Recall Campaign Launch 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 “OPEN” in VMI and CANNOT BE SOLD until remedied.</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. An authorized Mercedes-Benz dealer will update the MBUX software on the affected vehicles.</p> | |
| Remedy | Software is Available | |
| 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 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 August, 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> | | |



Campaign No. 2021070023, July, 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2019-2021**
Update MBUX Software

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.

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 **32,411** vehicles are involved.

Order No. V-RC-2021070023



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 ZU7 (National version for Canada)

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 | Damage Code | Code |
|----------|---------|---|-------|-------------|----------------|
| L | 02 2443 | Operations: Connect/disconnect vehicle diagnosis system | 0.1hr | 54 975 56 | VS3UXPOB OD |
| L | 02 2445 | Operations: Connect/disconnect charger (vehicle diagnosis system connected) | 0.1hr | 54 975 56 | VS3UXPOB OD |
| L | 02 2442 | Operations: Update control unit software (vehicle diagnosis system connected) | 0.1hr | 54 975 56 | VS3UXPOB OD |

| | | | |
|---|---|--|--------------------|
| | 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  | Connect charging equipment. Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle |  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.  Follow the operating instructions for the charger.  Use the charger to ensure that an adequate power supply (min. 12.5 V) is provided for the on-board electrical system battery. | AR54.10-D-1127TS |
| 3  | Connect diagnostic system. |  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. | AD00.00-D-2000-06TS |
| 4 | Update head unit control unit software. |  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. | |
| 5  | Disconnect diagnostic system. | | AD00.00-D-2000-06TS |
| 6  | Remove charger from vehicle. | | AR54.10-D-1127TS |