

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



## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Update MBUX Software</b>
<b>2021070001</b>	<b>PDGUXPOBOD</b>	
<p>This is to notify you of an <b>Initial Recall Campaign</b> to update the MBUX software on approximately <b>938</b> MY19-21 Freightliner 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 <b>"PENDING"</b> in VMI on 7/2/21</p>		
<b>Background</b>		
<b>Issue</b>	<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>	
<b>What We're Doing</b>	<p>DVUSA is conducting a voluntary recall. Either an authorized Freightliner dealer or an over-the-air ("OTA") update will update the software of the MBUX system on the affected vehicles.</p>	
<b>Remedy</b>	<p><b>Software is not yet available. An additional notification will be sent once the remedy is available.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019-2021	
<b>Vehicle Model</b>	Sprinter VS30, Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	938	
<b>Dealer Inventory</b>	<b>26</b>	
<p><b>Given this notice, it is <u>a violation of Federal Law</u> for a dealer to sell or lease any <u>new</u> or <u>used</u> 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 <u>a violation of Federal Law</u> for rental companies to rent 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 to be mailed in End of July, 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 DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred DVUSA 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>		