

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Launch Recall Campaign Notification Model: Sprinter (907) Model Years: 2019-2021 Replace eCall Communication Module	DATE: April, 2024



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.



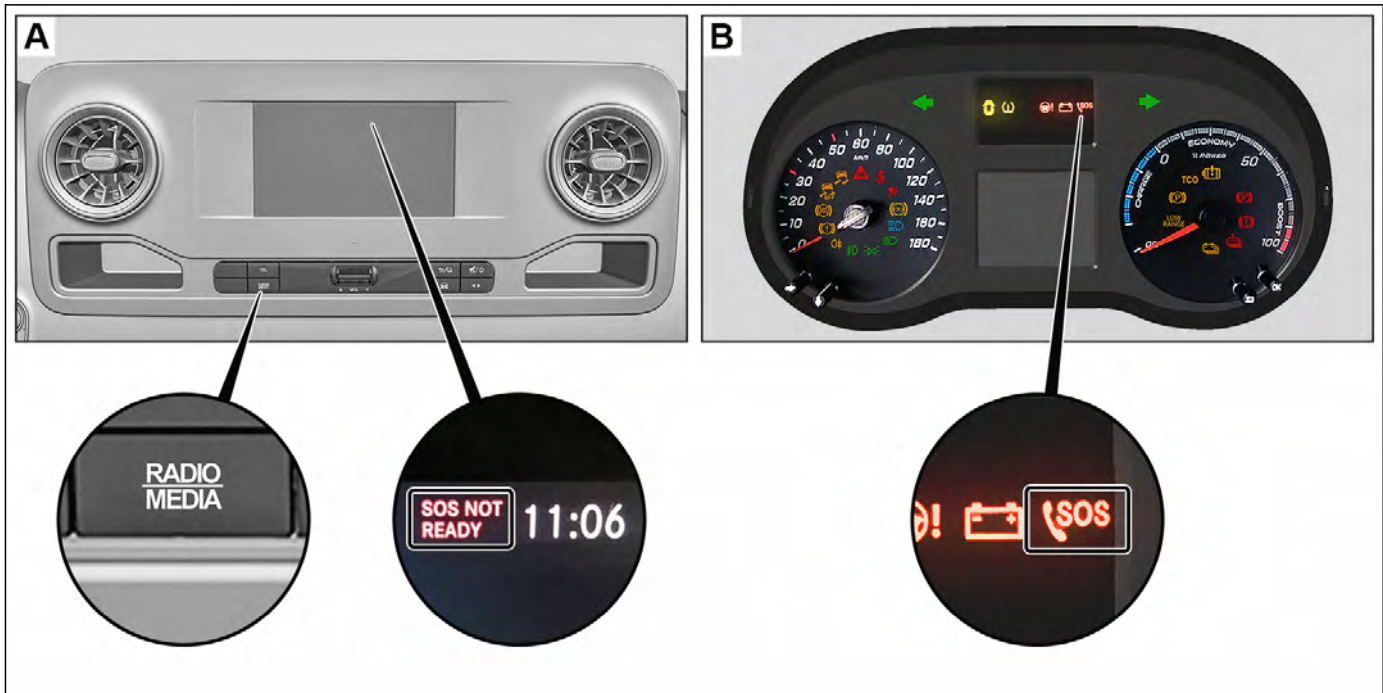
Campaign No. :	Campaign Desc. :	Replace eCall Communication Module
2024030013	VS3SIMKOW	
<p>This is to notify you of a Recall Campaign launch to replace eCall communication module on approximately 1,686 MY 2019-2021 Sprinter Vans. The recall campaign will be visible on the www.safercar.gov website and 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"), the manufacturer of Mercedes-Benz Sprinter vans, has determined that due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card might inadvertently become disabled. Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the eCall function would not be available. Therefore, the condition may preclude or delay the arrival of emergency responders. This might increase the consequences of an injury following an emergency event.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealership will replace the eCall communication module.</p>	
Parts	Parts are available	
Vehicles Affected		
Vehicle Model Year(s)	2019-2021	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	1,686	
Dealer Inventory	0	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 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 April, 2024.	
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>		



- Model** 907.15# 1N as of 000788 up to 134754
with code JH3 (Communication module (LTE) for digital services)
with code ZU7 (National version for Canada)
- Model** 907.15# 1N as of 000788 up to 134754
with code JH3 (Communication module (LTE) for digital services)
with code ZU8 (National version for USA)
- Model** 907.155 1E as of 196266 up to 197360
with code JH3 (Communication module (LTE) for digital services)
with code ZU8 (National version for USA)
- Model** 907.6##/7## 1P as of 000100 up to 397924
with code JH3 (Communication module (LTE) for digital services)
with code ZU7 (National version for Canada)
- Model** 907.6##/7## 1P as of 000100 up to 397924
with code JH3 (Communication module (LTE) for digital services)
with code ZU8 (National version for USA)
- Model** 907.6##/7## 1T as of 000021 up to 075386
with code JH3 (Communication module (LTE) for digital services)
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	Codeword
L	02 2443	Operations: Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1 h	54 963 41	VS3SIMKO W
L	02 2445	Operations: Connect/disconnect starter battery charger (XENTRY Diagnosis connected)	0.1 h	54 963 41	VS3SIMKO W
L	12 1917	Operations: Disconnect/connect ground line of on-board electrical system battery (XENTRY Diagnosis connected)	0.2 h	54 963 41	VS3SIMKO W
L	12 1918	Operations: Disconnect/connect ground line of on-board electrical system request in event of failure (XENTRY Diagnosis connected) on vehicle with code E30	0.1 h	54 963 41	VS3SIMKO W
L	12 1919	Operations: Extra work for disconnecting/connecting ground line of on-board electrical system battery in event of communication failure on vehicle with code H11	0.1 h	54 963 41	VS3SIMKO W
L	12 1817	Operations: Check data of SIM card in HERMES control unit (XENTRY Diagnosis connected)	0.1 h	54 963 41	VS3SIMKO W
L	12 1820	Operations: Update data of SIM card in HERMES control unit (after check)	0.3 h	54 963 41	VS3SIMKO W
L	12 1819	Operations: Replace HERMES control unit (after check)	0.3 h	54 963 41	VS3SIMKO W



D82.95-A011-79

XENTRY Diagnosis
 Logged in: Mercedes-Benz

> Diagnosis > N112/9 - Control unit for telematics services (HERMES) 12.0V Ignition ON

Version	Error codes / Events	Actual values	Actuations	Adaptations	Control unit log	List of fault codes	Tests	Author data
Selection								
Power supply / Environmental data								
Buttons								
Wheel positions								
GPS data								
Cellular telephone system and data communications								
Activation status								
Telematic services								
>>> Entwicklungsdaten								
Activation status								
Actual values								
No.	Name	Actual value	Specified value	Authorization certificate VALID				
<input type="checkbox"/> 638	VIN stored in control unit							
<input type="checkbox"/> 985	EUICC	12345678901234 56789012345678 9012						
<input type="checkbox"/> 819	ICCID	FFFFFFFFFFFFFF						
<input type="checkbox"/> 638	IMEI	12345678901234 56						
<input type="checkbox"/> 072	IMSI	FFFFFFFFFFFFFF						
<input type="checkbox"/> 004	TELNR	12345678901234 5						
Information								

D82.95-A017-79

Shown in XENTRY Diagnosis (in English)

XENTRY Diagnosis Mercedes-Benz

Logged in: > Diagnosis > N112/9 - Control unit for telematics services (HERMES) 12.0V Ignition ON

Version | Error codes / Events | **Actual values** | Actuators | Adaptations | Control unit log | List of fault codes | Tests | Author data

Selection

- Power supply / Environmental data
- Buttons
- Wheel positions
- GPS data
- Cellular telephone system and data communications**
- Activation status
- Telematic services
- >>> Entwicklungsdaten

Cellular telephone system and data communications






Actual values


No.	Name	Actual value	Specified value
<input type="checkbox"/> 175	Type of mobile telephone service	NO RECEPTION	
<input type="checkbox"/> 026	Reception field strength Cellular telephone system	80%	
<input type="checkbox"/> 254	SIM card		

D82.95-A018-78

Shown in XENTRY Diagnosis (in English)

Notice	Information on preventing damage to electronic components due to electrostatic discharge		AH54.00-P-0001-01A
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	Notes on programming control units		AH54.21-P-0001-03Z
	Notes on SCN coding of control units		AH54.21-P-0004-01X
	Check		
1	Check whether vehicle is affected by measure.		








	Installing		
2 AR	Install the 12 V charger.	<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> Follow the operating instructions for the charger.</p> <p> Use the 12 V charger to ensure an adequate power supply (min. 12.5 V) for the on-board electrical system battery.</p>	AR54.10-D-1127TS
3 AD	Connect diagnostic system.	<p> Always make sure that XENTRY Diagnosis is updated to the latest version.</p> <p> The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p>	AD00.00-D-2000-06TS

	Check data of SIM card		
4	Check data of SIM card in HERMES control unit (N112/9).	<p>i "FFFFFFFFFFFFFF" must be shown under the current actual value of the "ICCID" fields (no. 819) and "IMSI" (Nr. 072).</p> <p>i To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH2/JH3/JH4) → Actual values → Activation status</p> <p>If XENTRY Diagnosis shows "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072), ↓ continue with operation step 8.</p> <p>If XENTRY Diagnosis does not show "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072), ↓ continue with operation step 5.</p> <p>If communication between XENTRY Diagnosis and the HERMES control unit (N112/9) fails, disconnect and connect the ground line of the on-board electrical system battery. If the problem persists, ↓ continue with operation step 8.</p>	AR54.10-D-0029TS
			

	Commissioning of control unit		
<p>5</p> <p>AR</p>	<p>Perform commissioning of HERMES control unit (N112/9).</p> <p>Programming of control units</p>	<p>Only if XENTRY Diagnosis does not show "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072).</p> <p>i To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH2/JH3/JH4) → Adaptations → Commissioning → Initial startup of already installed control unit</p> <p>i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p>The software update in the HERMES control unit (N112/9) can take several hours.</p> <p>i Do not yet remove vehicle diagnosis system.</p>	<p>AR54.21-D-0014TS</p>

◀	Check		
6	Make sure that the vehicle has satisfactory cellular telephone system reception.	<p>Only if XENTRY Diagnosis does not show "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072).</p> <p>i</p> <p>To do this, select the following menu items:</p> <p>Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH2/JH3/JH4) → Actual values → Cellular telephone system and data communications</p> <p>i</p> <p>The current actual value of the "Signal level of cellular telephone system service" field (No. 026) must be above 80%.</p> <p>If the current actual value of the "Signal level of cellular telephone system service" field (No. 026) is below 80%, move the vehicle outside to improve mobile phone reception. The lower the cellular telephone system reception, the higher the probability that the update of the data for the SIM card in the HERMES control unit (N112/9) (over-the-air update (OTA update)) will not be successful.</p>	
Update SIM card data			
7	Update SIM card data in HERMES control unit (N112/9) via over-the-air update (OTA update).	<p>Only if XENTRY Diagnosis does not show "FFFFFFFFFFFFFF" for both actual values "ICCID" (No. 819) and "IMSI" (No. 072) and the current actual value of the "Signal level of cellular telephone system service" field (No. 026) is above 80%.</p> <p>i</p> <p>Ignition must be switched on.</p> <p>If the update was successful,</p> <p style="text-align: center;">↓</p> <p>continue with operation step 10.</p> <p>If, after about 7 minutes or after starting 3 times in succession, the update was unsuccessful,</p> <p style="text-align: center;">↓</p> <p>continue with operation step 8.</p>	Page 11

	Replace		
8	Replace HERMES control unit (N112/9).	<p>Only if, after about 7 minutes or after starting 3 times in succession, the SIM card data in the HERMES control unit (N112/9) was not successfully updated.</p> <p>i Dispose of removed HERMES control unit (N112/9) properly. Observe the applicable legal requirements and specifications of the relevant country.</p> <p>i The HERMES control unit (N112/9) is commissioned in operation step 9.</p>	AR82.85-D-0020TS
	Commissioning of control unit		
9	Perform commissioning of HERMES control unit (N112/9). Programming of control units	<p>If the HERMES control unit (N112/9) was replaced.</p> <p>i To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH2/JH3/JH4) → Adaptations → Commissioning → Control unit replacement with commissioning of the new control unit</p> <p>i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. The software update in the HERMES control unit (N112/9) can take several hours.</p> <p>i Do not yet remove vehicle diagnosis system.</p>	AR54.21-D-0014TS

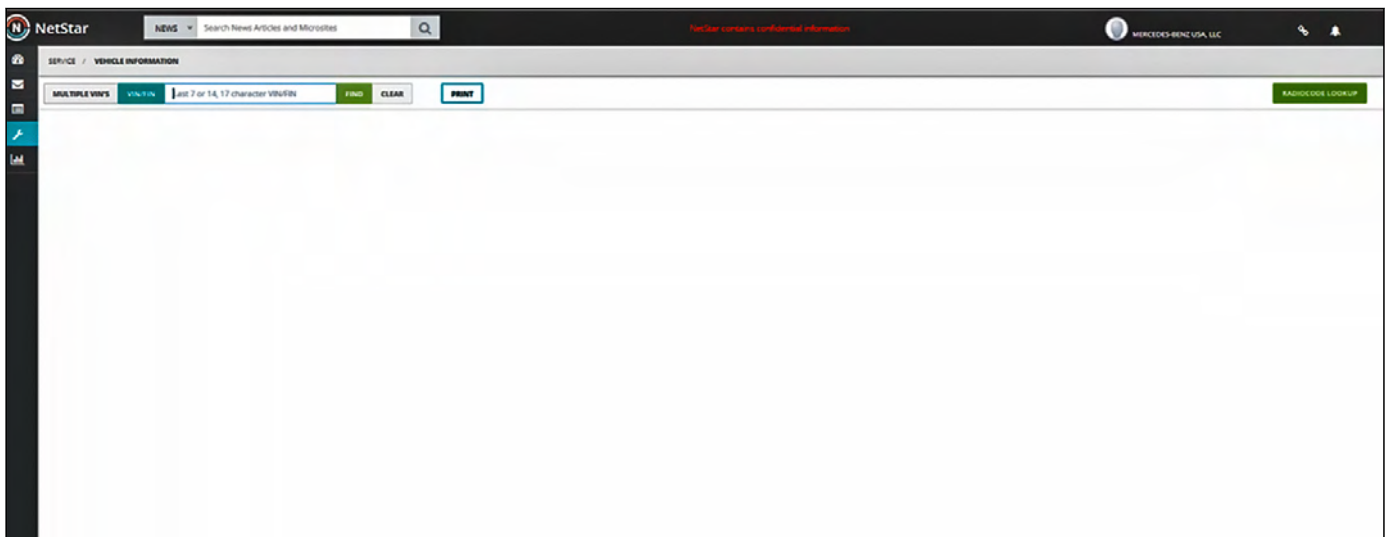
	Check		
10	Perform function test of HERMES control unit (N112/9) using XENTRY Diagnosis.	<p> To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH2/JH3/JH4) Actuations → Self test</p> <p> The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p>	
11.1	Perform function test of emergency call system.	<p>Model 907 with code E3M (MBUX multimedia system with 7-inch touchscreen) or code E4M (MBUX multimedia system with 10.25-inch touchscreen)</p> <p> See Fig. A.</p> <p> To do so, press start button once, without touching brake pedal, to switch ignition to position 1. Then set head unit to radio menu and check whether "SOS-NOT READY" appears in display. Press start button a second time, without touching brake pedal, to switch ignition to position 2. Check whether "SOS-NOT READY" disappears automatically in display.</p>	
11.2	Perform function test of emergency call system.	<p>Model 907 except code E3M (MBUX multimedia system with 7-inch touchscreen) except code E4M (MBUX multimedia system with 10.25-inch touchscreen)</p> <p> See Fig. B.</p> <p> To do so, press start button twice, without touching brake pedal, to switch ignition to position 2. Check whether "SOS" warning lamp in instrument cluster goes out automatically.</p>	
	Remove		
12 	Remove vehicle diagnosis system.		AD00.00-D-2000-06TS

13 AR	Remove charger from vehicle.		AR54.10-D-1127TS
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Parts ordering note

Part no.	Designation	Quantity
A 238 900 11 06	HERMES control unit	1
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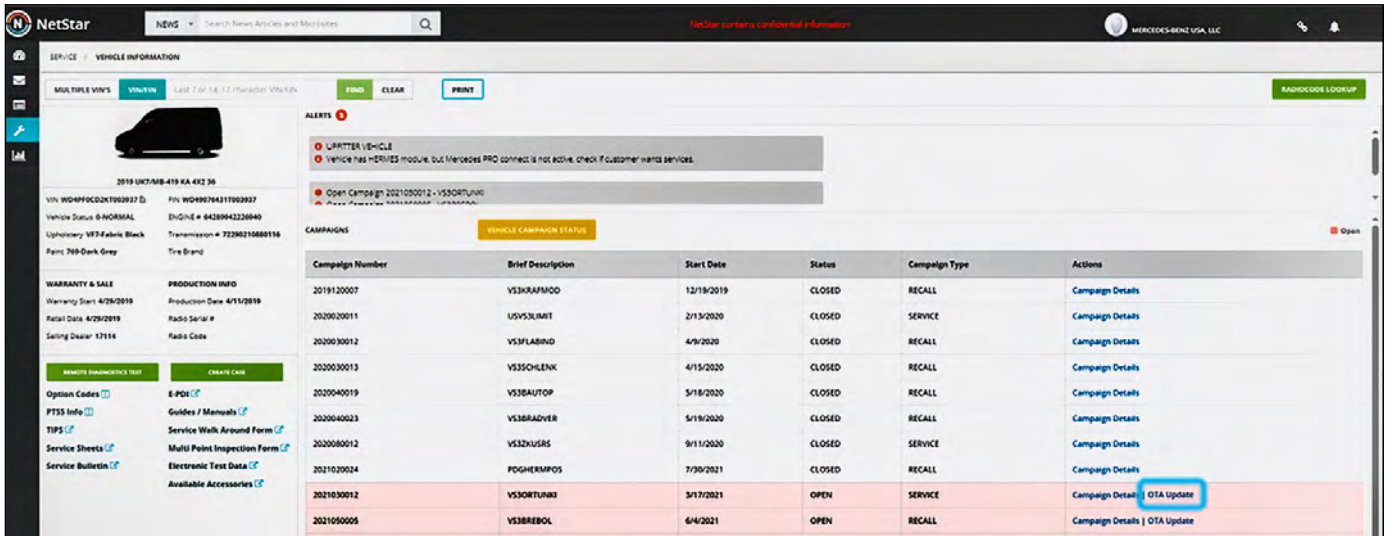
- Model** 907.15# 1N as of 000788 up to 134754
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with code JH3 (Communication module (LTE) for digital services)
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- Model** 907.6##/7## 1P as of 000100 up to 397924
with code JH3 (Communication module (LTE) for digital services)
with code ZU8 (National version for USA)
- Model** 907.6##/7## 1T as of 000021 up to 075386
with code JH3 (Communication module (LTE) for digital services)
with code ZU8 (National version for USA)



D82.95-A019-78

VMI screen on "NetStar" system (shown in English)

- 1 Login to the "NetStar" system and call up the VMI mask.



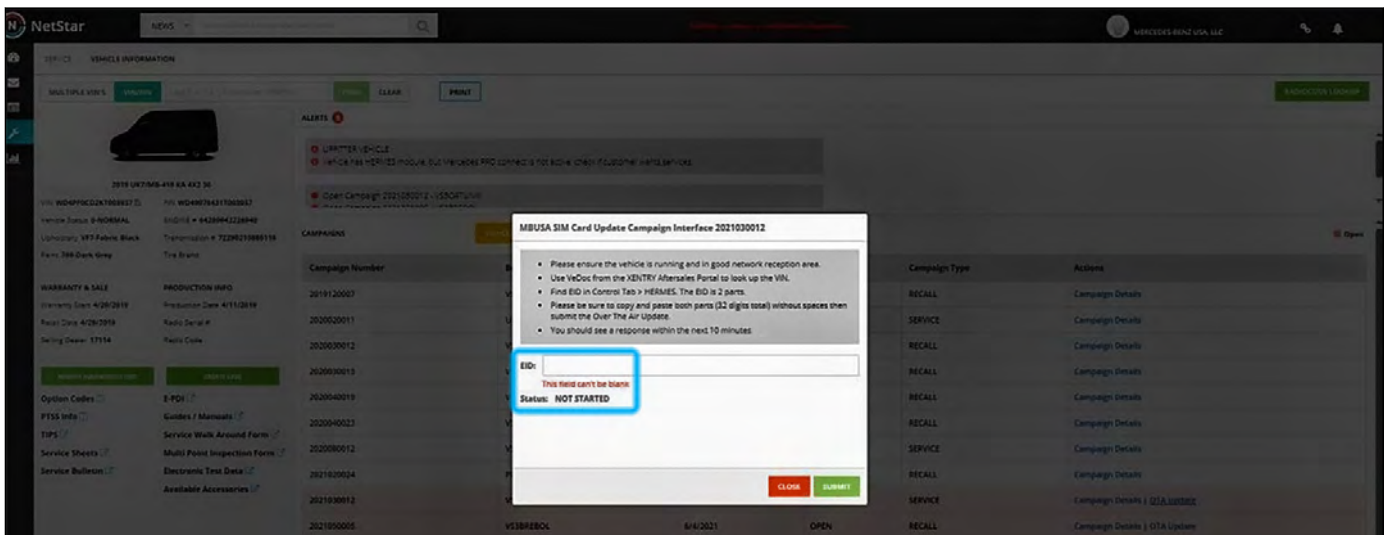
D82.95-A020-78

Search for vehicle identification number (VIN/FIN) on "NetStar" system (shown in English)

- Search for vehicle identification number (VIN/FIN).
- Click on the "OTA update" link.



You can see the update link (over-the-air update (OTA update)) in the campaign table on the VMI mask when the update campaign (over-the-air update (OTA update)) for the vehicle identification number (FIN) is open.

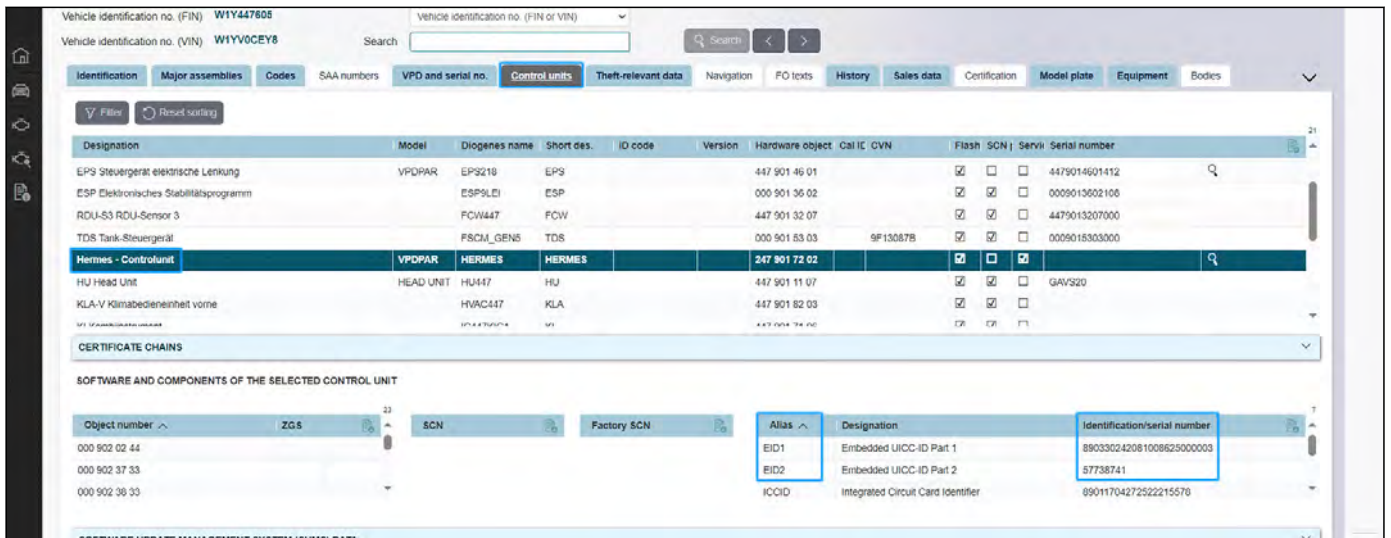


D82.95-A021-78

Query for EID number on "NetStar" system (shown in English)




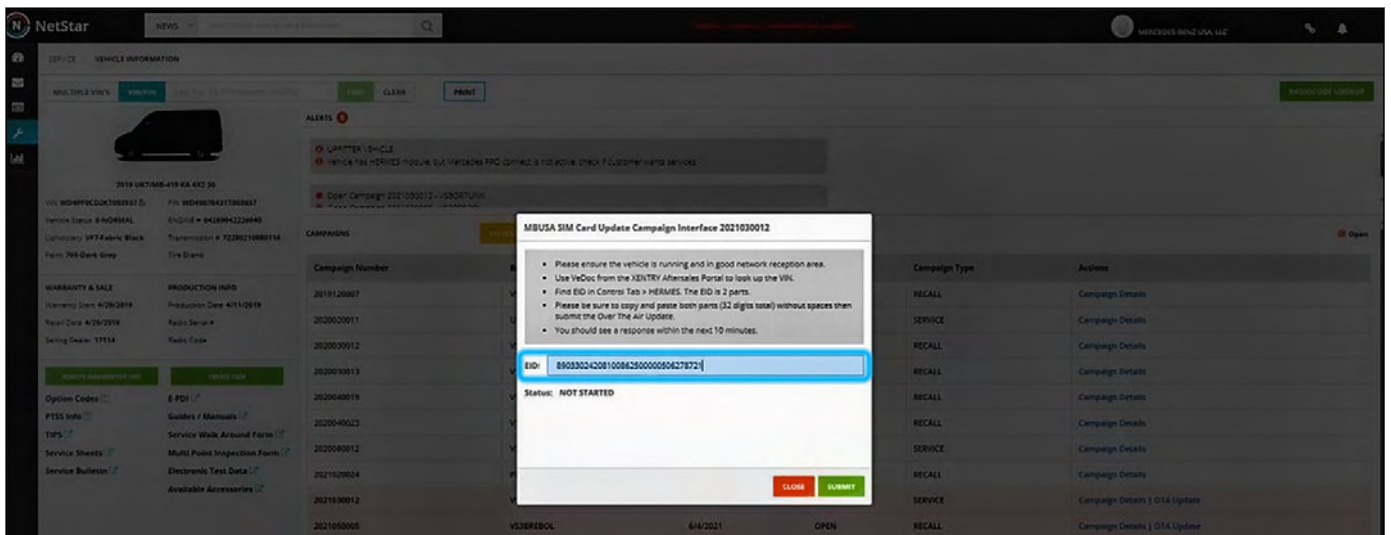
A pop-up window displays a prompt for the EID number for the update (over-the-air update (OTA update)).



D82.95-A028-78

Search for the vehicle's EID number in "Vehicle Documentation" (VeDoc) (shown in English)

- 4 Search for the vehicle's valid EID number in "Vehicle Documentation" (VeDoc).
 To do so, enter vehicle identification number (VIN/FIN), select "Control units" and click on "Hermes - Control unit".



D82.95-A022-78

Enter EID number on "NetStar" system (shown in English)

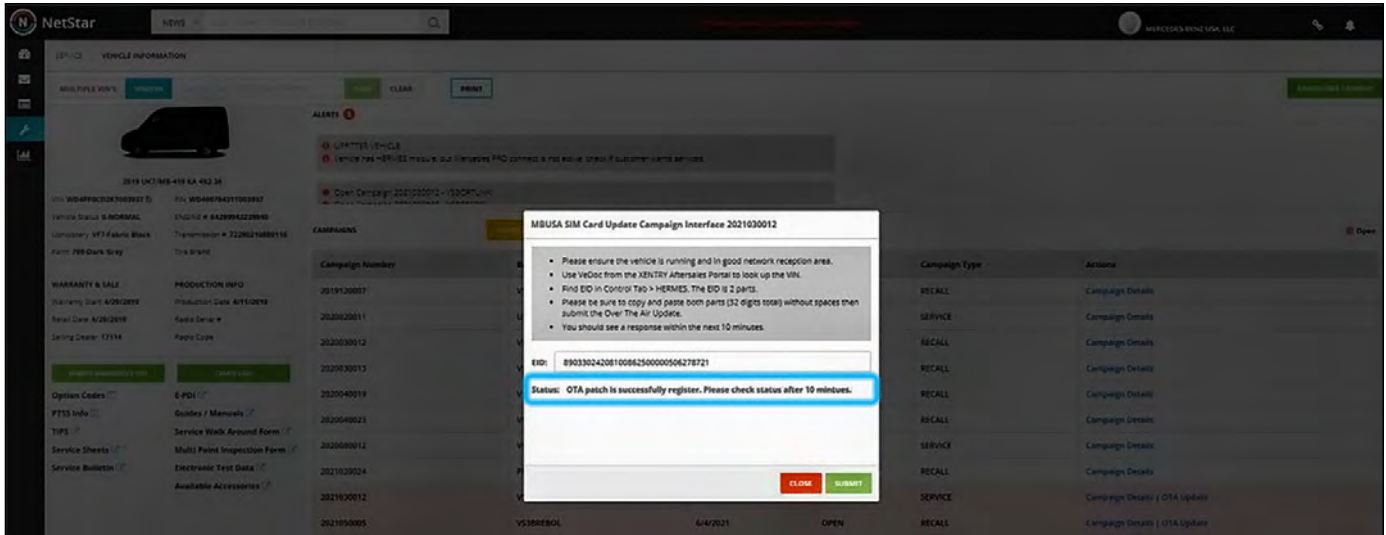
- 5 Enter valid EID number and click on "Submit" button.



To do so, enter EID1 and EID2 number from "Vehicle Documentation" (VeDoc) together, as shown (e.g.: 890330242081008625000000 + 69027456).



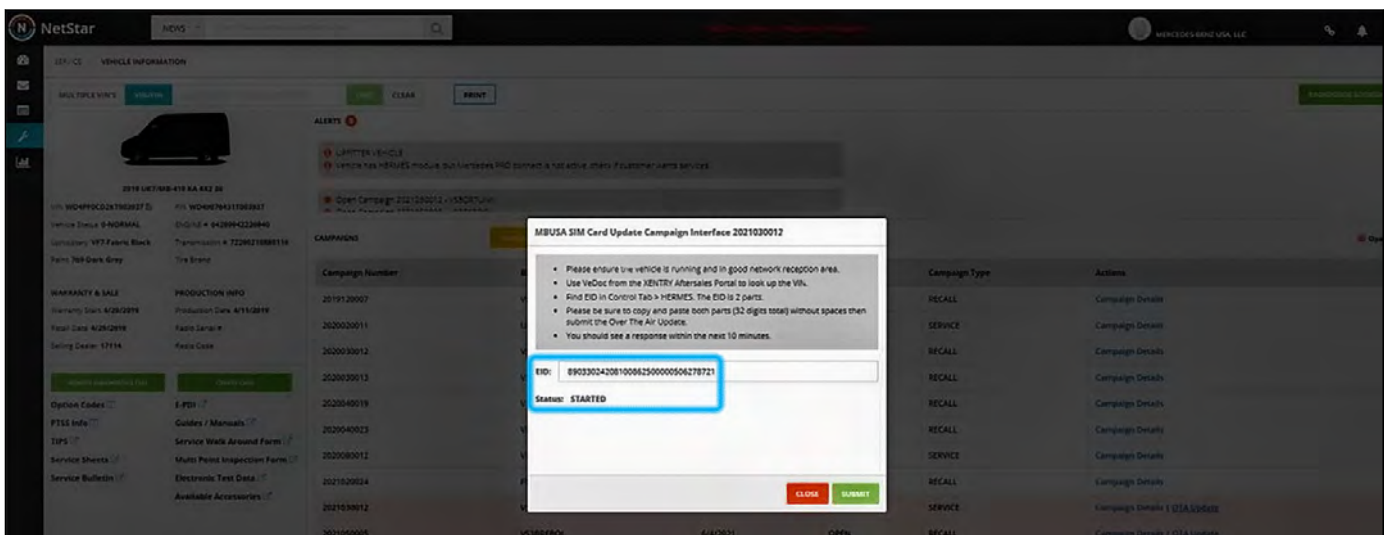
After clicking on the "Submit" button, the following screens are displayed depending on the case involved:



D82.95-A023-78

Successful registration of the update (over-the-air update (OTA update)) on the "NetStar" system (shown in English)

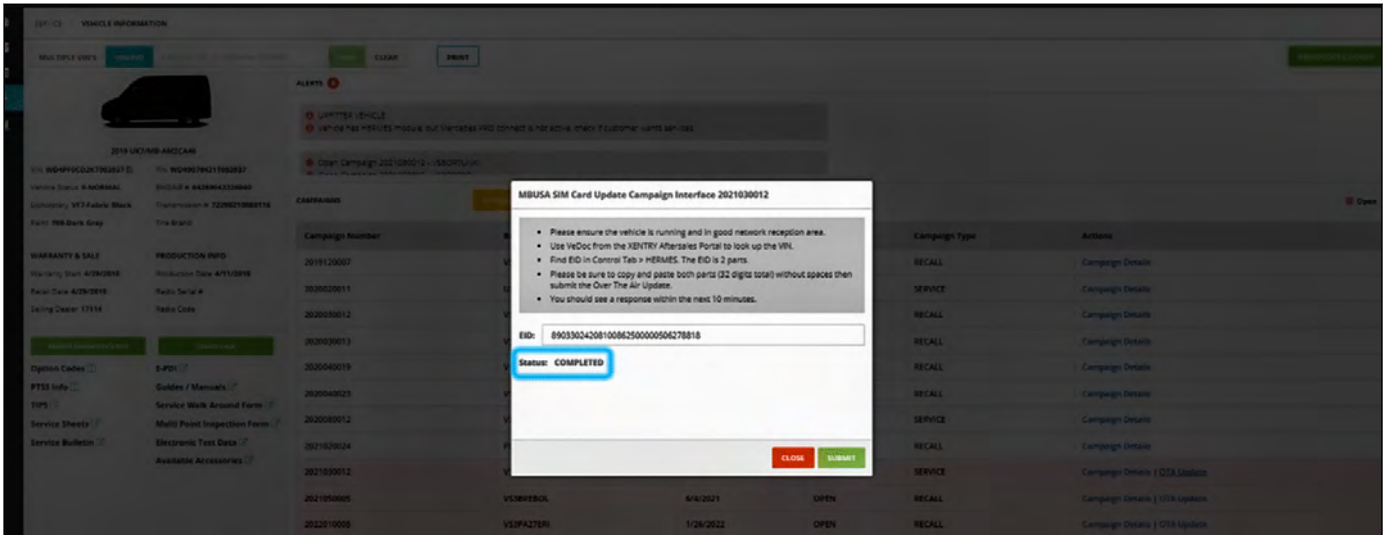
Screen on "NetStar" system when the update is successful (over-the-air update (OTA update)).



D82.95-A024-78

Update (over-the-air update (OTA update)) started on "NetStar" system (shown in English)

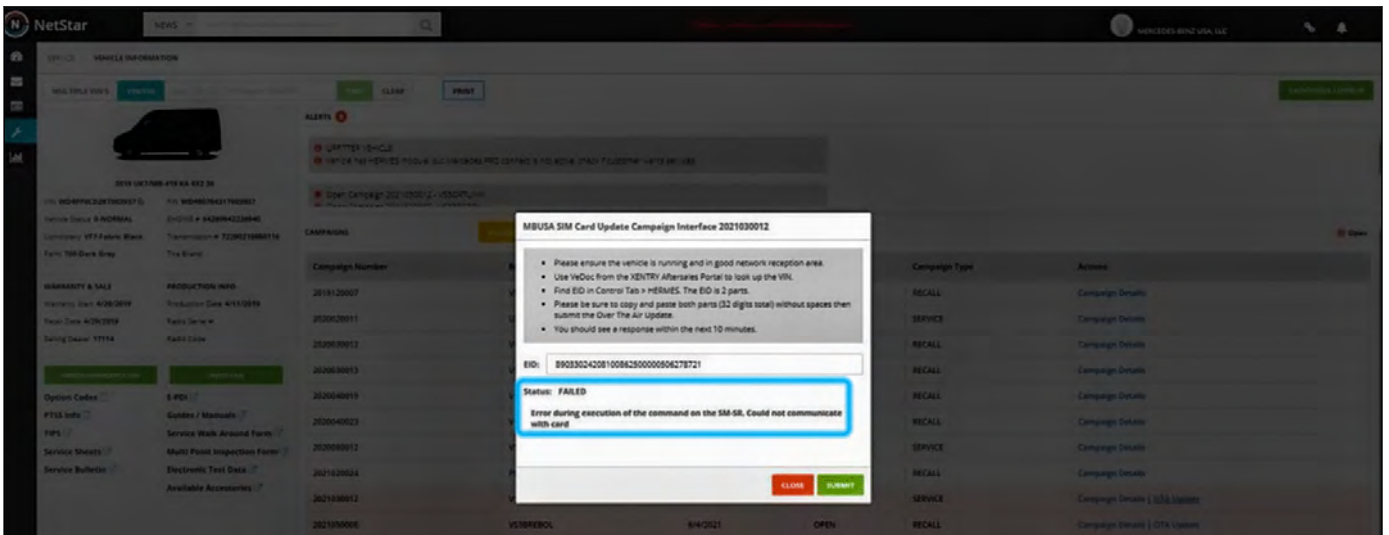
Screen on "NetStar" system if "OTA Update" is clicked again during the update process (over-the-air update (OTA update)).



D82.95-A025-78

Update successful (over-the-air update (OTA update)) on "NetStar" system (shown in English)

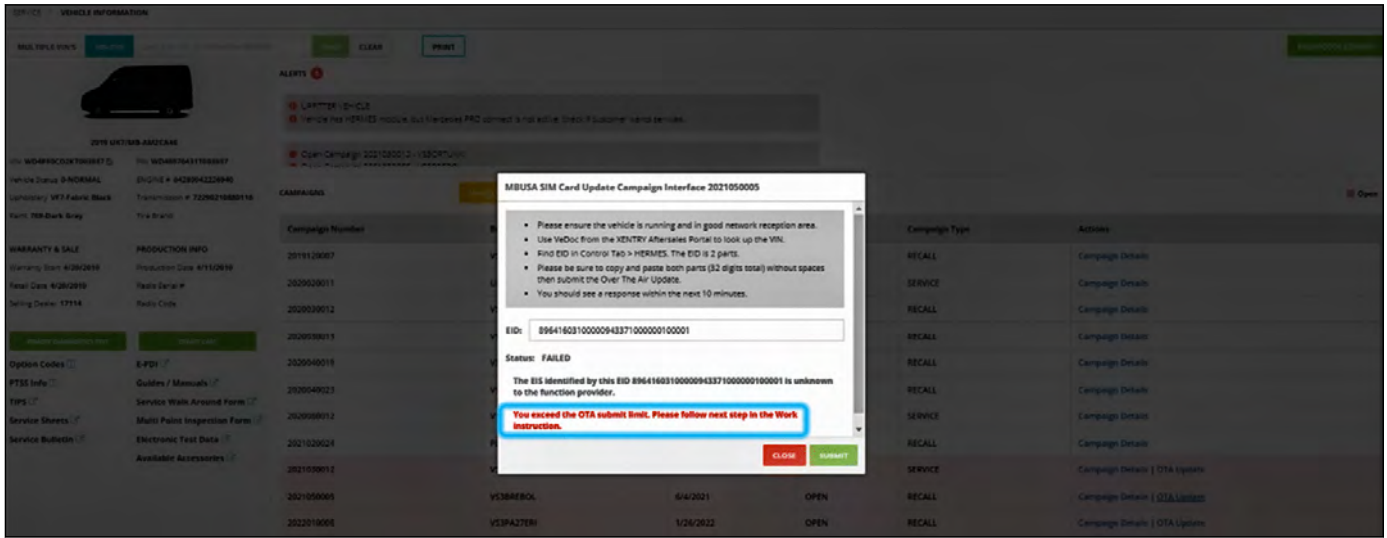
Screen on "NetStar" system when the update is successful (over-the-air update (OTA update)).



D82.95-A026-78

Update not successful (over-the-air update (OTA update)) on "NetStar" system (shown in English)

Screen on "NetStar" system when update is not successful (over-the-air update (OTA update)).



D82.95-A027-78

Update not successful (over-the-air update (OTA update)) after three successive attempts on the "NetStar" system (shown in English)

Screen on the "NetStar" system with three consecutive unsuccessful updates (over-the-air update (OTA update)).