

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Recall Campaign Launch Notification Model: eSprinter Model Year: 2024 Update ESP Software - Fallback Level Brake Force Assist	DATE: May, 2024



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

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











Campaign No. :	Campaign Desc. :	Update ESP Software - Fallback Level Brake Force Assist
2024050007	V3EBOOSTF	
<p>This is to notify you of a Recall Campaign to update the ESP control unit software on approximately 181 MY 2024 eSprinter 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 , the manufacturer of Mercedes-Benz eSprinter vehicles, has determined that on certain eSprinter (907 platform) vehicles, the fallback level of the power brake assist might not meet specific force requirements. In this case in the event of an electrical fault, the brake booster would erroneously activate a limited fallback level. As a result, the brake pedal forces would be considerably higher compared to the intended fallback level. This could increase the risk of a crash in such a scenario</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the ESP control unit software.</p>	
Remedy	<p>Software is available via Xentry</p>	
Vehicles Affected		
Vehicle Model Year(s)	2024	
Vehicle Model	eSprinter	
Vehicle Populations		
Population	181	
Dealer Inventory	111	
<p style="text-align: center;">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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p style="text-align: center;">Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new 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 June, 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 style="text-align: center;">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 with engine 780.6**

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	0.1 h	54 964 10	V3EBOOSTF
L	02 2445*	Operations: Connect/disconnect charger (with diagnostic system connected)	0.1 h	54 964 10	V3EBOOSTF
L	02 2442	Operations: Update control unit software (with diagnostic system connected)	0.1 h	54 964 10	V3EBOOSTF
		* Invoice operation item once per workshop order only!			

	Notes on programming control units		AH54.21-P-0001-03Z
	Check		
1	Check whether vehicle is affected by measure.		
	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.	 Always use the latest XENTRY Diagnosis software release with all available add-ons.  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	AD00.00-D-2000-06TS

4	Update software for Electronic Stability Program (ESP®) control unit.	<p> Always perform the operation steps exactly as per XENTRY Diagnosis.</p> <p> The software of the Common Powertrain Controller (CPC) control unit is also updated here automatically.</p>	
5 	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6 	Remove charger from vehicle.		AR54.10-D-1127TS