

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Initial Recall Campaign 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
2024050004	PDGBOOSTF	
<p>This is to notify you of a Recall Campaign to update the ESP control unit software on approximately 182 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 "PENDING" in VMI and cannot be sold until remedied.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), 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 the 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. As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer will update the ESP control unit software.</p>	
Remedy	<p>Remedy software is not yet available.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2024	
Vehicle Model	eSprinter	
Vehicle Populations		
Population	182	
Dealer Inventory	112	
<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 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>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

