

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 Model Years: 2019-2022 Correct Instrument Cluster Illumination Levels	Date: January 2025



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

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

Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.












Campaign No.:	Campaign Desc.:	NHTSA ID:	Correct Instrument Cluster Illumination Levels
2025010001	VS3BELKOM	24V930	
<p>This is to notify you of a Recall Campaign to correct the Instrument Cluster Illumination Levels on approximately 696 MY 2019-2022 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.</p>			
Background			
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Sprinter vehicles (907 platform), the coding of the software of the instrument cluster might not meet specifications. In this case, the illumination level of the instrument cluster might not be manually adjustable and, depending on the equipment variant, may be permanently set to the brightest level. FMVSS 101 specifies that the instrument cluster must be adjustable to provide at least two levels of brightness. Illumination of the instrument cluster that does not comport with the requirements of FMVSS 101 may increase the risk of a crash.</p>		
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the software coding for the instrument cluster on the affected vehicles.</p>		
Parts	Software is available.		
Vehicles Affected			
Model Year(s)	2019-2022		
Vehicle Model	Sprinter		
Vehicle Populations			
Population	696		
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 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 late January 2025.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers.		
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**
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	0.1 h	54 920 22	VS3BELKOM
L	02 2445*	Operations: Connect/disconnect charger (with diagnostic system connected)	0.1 h	54 920 22	VS3BELKOM
L	02 2444	Operations: Perform SCN coding in control unit (vehicle diagnosis system connected)	0.1 h	54 920 22	VS3BELKOM
		* Invoice operation item once per workshop order only!			

	Notes on SCN coding of control units		AH54.21-P-0004-01X
	Check		
1	Check whether vehicle is affected by measure.		
	Update SCN coding		
2 	Connect diagnostic system.	 Always use the latest XENTRY Diagnosis software release.  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	AD00.00-D-2000-06TS
3 	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
4	Perform SCN coding in the instrument cluster (IC).	 It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	

5 AD	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6 AR	Remove charger from vehicle.		AR54.10-D-1127TS