

**ATTENTION: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers**

**Safety Recall Launch Notification**

March, 2026

Campaign #	NHTSA ID	Campaign Codeword	<b>Update Reverse Pedestrian Alert Sound Volume Level</b>
2026030001	26V099	V3EAVASOU	

**Campaign Details**

<b>Total Recall Population</b>	117	<b>Model(s)/ Platform(s)</b>	eSprinter/(907)
<b>Vehicles in Dealer Inventory</b>	0		
<b>Model Year(s)</b>	2025		
<b>Issue</b>	MBAG, has determined that on certain eSprinter vehicles, the minimum volume of the pedestrian alert reversing sound might not meet specifications. In this case, while the reversing sound would be emitted at all times while driving in reverse, the required minimum volume level might not be reached. A vehicle that emits a reversing sound below the required minimum volume while driving in reverse might fail to alert pedestrians of a vehicle in the manner anticipated by the standard, which may increase the risk of injury to nearby pedestrians.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz eSprinter dealer will update the pedestrian alert sound software on the affected vehicles.		
<b>Remedy</b>	The software is available on Xentry.		
<b>Launch Date</b>	Affected VINs will be flagged in VMI as "OPEN" on Thursday, March 12, 2026. The campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers.		
<b>Approximate Customer Notification Date</b>	Friday, March 27, 2026 Final customer letters can be found at <a href="http://www.mbvans.com">www.mbvans.com</a> or <a href="http://www.nhtsa.gov">www.nhtsa.gov</a> at the time of mailing.		
<b>Warranty Claim Notice</b>	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one day to reflect in Netstar VMI.		

**Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN" and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that might be applicable to the vehicle(s).

**Additionally, given this notice, it is a violation of federal law for car rental companies to rent vehicles covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**












While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.



**Model 907 with engine 780**

**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 vehicle diagnosis system	0.1hr	54 966 36	V3EAVASOU
L	02 2445*	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1hr	54 966 36	V3EAVASOU
L	02 2442	Operations: Update ..... control unit software (vehicle diagnosis system connected)	0.1hr	54 966 36	V3EAVASOU
		* Each operation item may only be billed once per workshop order!			

	Notes on programming control units		AH54.21-P-0001-03Z
	<b>Check</b>		
1	Check whether vehicle is affected by measure.		
	<b>Update software</b>		
2 	Connect charger. 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. Any undervoltage that otherwise occurs may damage the control units.  Follow the operating instructions for the charger.  Use charger to ensure sufficient power supply (at least 12.5 V) for the on-board electrical system battery.	AR54.10-D-1127TS
3 	Connect diagnostic system.	 Always use <b>the latest</b> XENTRY Diagnosis Software release with <b>all available</b> 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 the sound generator control unit software (AVAS223) (N12/2).	 The operation steps must be performed exactly as per XENTRY Diagnosis.	
5 	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6 	Remove charger from vehicle.		AR54.10-D-1127TS