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Sprinter

newschannel update

TO: Freightliner and Mercedes-Benz Sprinter Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis; Engineering Services
RE: SPRINTER Service Campaign 2013040002 Model 906, Model Years 2007 - 2011. Replace Radio Remote Control and Receiver for the Auxiliary Heater (Code HY1)	DATE: May 10, 2013

IMPORTANT SPRINTER SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 149 affected vehicles will be flagged in VMI.

Background

This Sprinter Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Sprinter vehicles, has determined that the radio remote control for the auxiliary heater operates on an unapproved radio frequency. An authorized Sprinter dealer will replace the receiver and remote control at the next workshop visit.

Parts - Dealer may order parts as required.

Owner Notification - As this is a voluntary customer care initiative, no customer letter will be mailed.

A copy of the campaign bulletin is attached, and may also be found on SprinterTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this causes, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Sprinter Customer Assistance Center at 1-877-762-8267.



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Service Campaign Bulletin

Campaign No. 2013040002, May 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906, Model Years 2007 - 2011**
Replace Radio Remote Control and Receiver for the Auxiliary Heater
(Code HY1)

This Sprinter Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Sprinter vehicles, has determined that the radio remote control for the auxiliary heater operates on an unapproved radio frequency. An authorized Sprinter dealer will replace the receiver and remote control at the next workshop visit.

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 149 vehicles are affected.

Order No. V-SC-2013040002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Service Campaign Bulletin

Service Campaign Bulletin

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Procedure

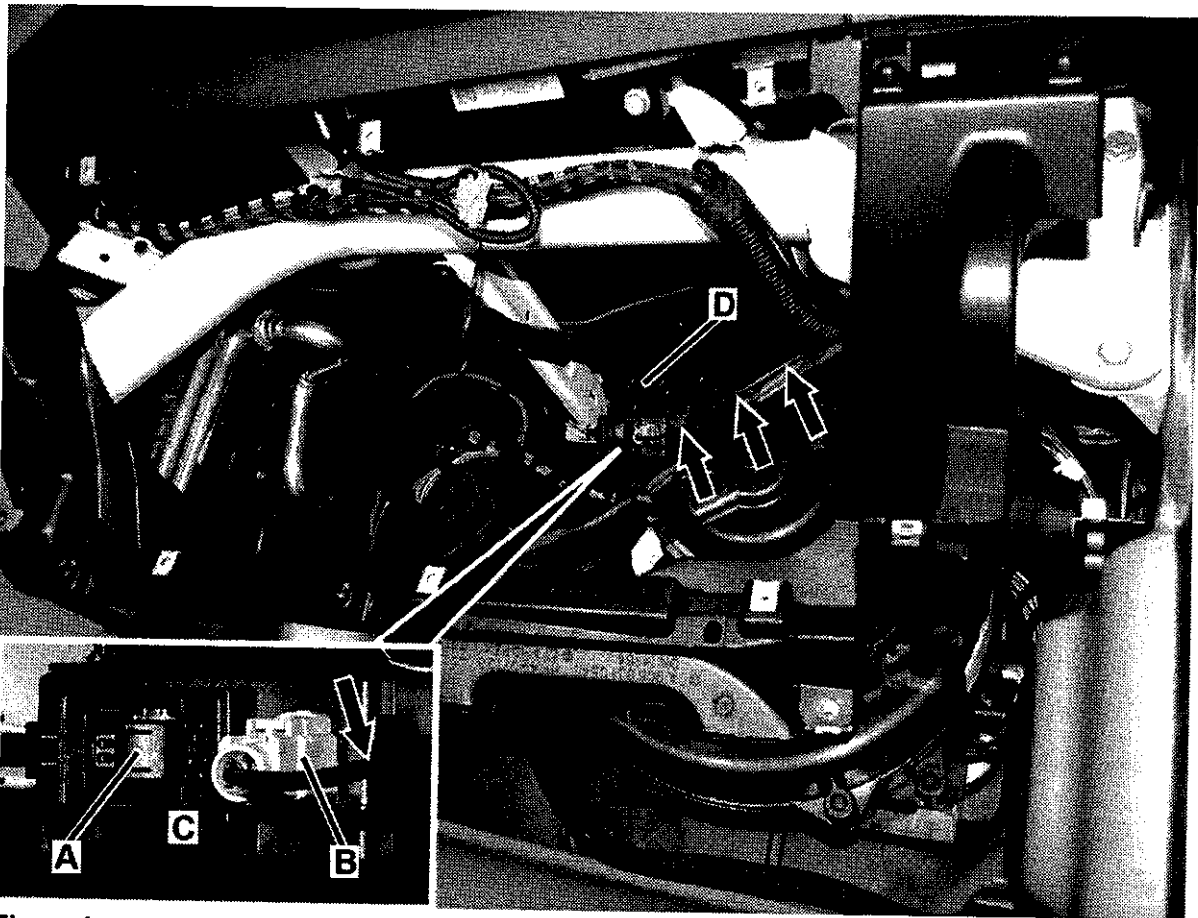


Figure 1

1. Remove glove box, refer to WIS: AR68.10-D-1400A.
2. Disconnect electrical connectors (A, B, Figure 1) from stationary heater radio signal receiver (C).

Note:

Do **not** remove (original) antenna (arrows) from vehicle. This antenna will be connected to **new** stationary heater radio signal receiver (C).

3. Remove screws then remove bracket (D, Figure 1) for stationary heater radio signal receiver (C) from vehicle.
4. Remove screws then remove stationary heater radio signal receiver (C, Figure 1) from bracket (D).

5. Disconnect **new** antenna connector (A, Figure 2) from **new** stationary heater radio signal receiver (B) and discard **new** antenna (C).

Note:

New antenna (C) will not be installed in vehicle.

6. Install **new** stationary heater radio signal receiver (B) to bracket (D, Figure 1) then reinstall bracket (D, Figure 1) in reverse order.
7. Install remaining parts in the reverse order.
8. Teach-in stationary heater radio signal transmitter: "Refer to Synchronizing the remote control" found on page 7 of the Operator's Manual Supplement pages attached to the end of this campaign.
9. Place appropriate (Mercedes-Benz or Freight liner) Auxiliary Heating System Supplement manual in glove box.
10. Inform vehicle's owner to dispose of old remote control or remove from key chain and install new remote control on owner's key chain.

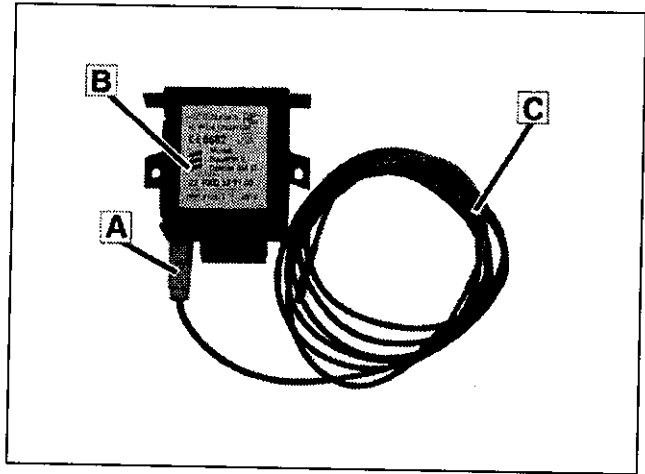


Figure 2

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Radio parts kit	QAP7020605	100%
1	Radio remote control supplement, English (Mercedes-Benz USA)	A 906 584 86 02	
1	Radio remote control supplement, English (Freightliner USA)	A 906 584 85 02	

Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Replace receiver and transmitter for radio remote control (02 8038)


Damage Code	Operation Number	Labor Time (hrs.)
83 950 92 7	02 8038	0.5

Note

Operation Number labor times are subject to change.

4 Operating the aux. heating system

You can then switch on the auxiliary heating again.

If you do not start the engine for a while, the total duration of heating is limited to a maximum of 120 minutes to protect the starter battery. Switching on the auxiliary heating is then automatically disabled. You can, for example, switch on the auxiliary heating without the engine running if the outside temperature is -5°F (-20°C) a maximum of two times. If you try it again, the indicator lamps in the  button (> page 4) flash alternately for approximately 2 minutes to signal switch-on interlock. The auxiliary heating cannot be switched on without starting the engine.

When the charge status of the starter battery is sufficient again, the switch-on interlock will be deactivated. To charge the starter battery, let the engine run. The engine runtime required to reach the necessary charge status depends on the outside temperature.

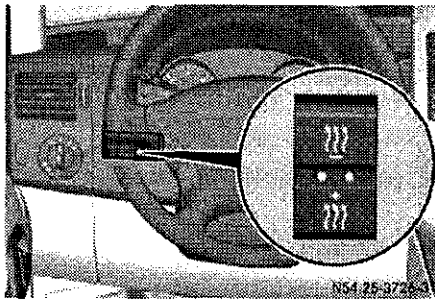
Outside temperature	Engine runtime
Above 32°F (0°C)	Approx. 10 minutes
32°F (0°C) to 14°F (-10°C)	Approx. 15 minutes
Below 14°F (-10°C)	Approx. 20 minutes


Before switching on


- ▶ Check the fuel level and top up if necessary. The auxiliary heating is operated directly using the vehicle's fuel. The tank must be at least a quarter full to ensure that the auxiliary heating functions.
- ▶ Switch on climate control .
- ▶ Set the temperature control to the desired temperature .
- ▶ Set the air distribution as required .
- ▶ Open the center and side air vents and set them to the middle position.


- ❶ The auxiliary heating automatically switches to heater booster mode after the engine is started.

Operating with the button (control panel)



- ❶ Switch the heater booster function on or off with the  button (> page 11).

- ▶ **To activate the auxiliary heating system:** press the upper section of the  switch for longer than two seconds. The red indicator lamp in the button lights up. The auxiliary heating heats or ventilates the interior to the temperature that you have set. The blower switches to the first level.

- ▶ **To switch off auxiliary heating:** press the upper section of the  button.


Or

- ▶ Turn the key in the ignition lock to position **0**. The red indicator lamp in the button goes out. The auxiliary heating operates for another two minutes and then switches off automatically.

Selecting a switch-on time



Important information

You can use the on-board computer to define up to three switch-on times, one of which can be selected.





The yellow indicator lamp in the  button goes out after 30 minutes, if you:


- have selected the switch-on time and
- turn the key to position 0 in the ignition lock.


On-board computer without steering wheel buttons

- ▶ Turn the key to position 2 in the ignition lock.
- ▶ Press the  button.
The  symbol flashes in the display.

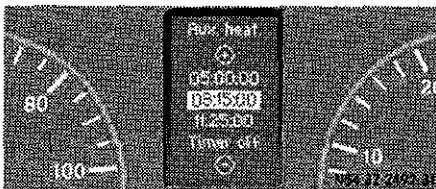
Or


- ▶ Press the  menu button on the instrument cluster repeatedly until the  symbol flashes in the display.
- ▶ Use the  or  buttons on the instrument cluster to select the switch-on time 1 to 3. The switch-on time selected is displayed.
- ▶ Wait 10 seconds for the standard display to appear.

The switch-on time is selected. The yellow indicator lamp in the  button lights up.





If you do not preselect a switch-on time, and --:-- is shown in the display, this means that the automatic switch-on mode is switched off. The yellow indicator lamp in the  button goes out.

On-board computer with steering wheel buttons



- ▶ Turn the key to position 2 in the ignition lock.
- ▶ Press the  button.
The Aux. heat submenu is shown in the display.
If no switch-on time has been selected, the selected switch-on time is highlighted or Timer off is highlighted.







i You can also access the Aux. heat submenu via the Settings menu.

- ▶ Use the  or  button on the steering wheel to select the desired switch-on time.
Use the Timer off setting to deactivate automatic switch-on.
- ▶ Press the  button on the steering wheel.
The switch-on time is selected. The yellow indicator lamp in the  button lights up.








Setting the switch-on time

- ▶ Use the same method to select a switch-on time as described in the "Preselecting a switch-on time" section.

On-board computer without steering wheel buttons

- ▶ Press the  reset button on the instrument cluster.
The hour display flashes.
- ▶ Use the  and  buttons on the instrument cluster to set the hours.
- ▶ Press reset button .
- ▶ The minute display flashes.
- ▶ Use the  and  buttons to set the minutes.
The switch-on time is set and selected.

On-board computer with steering wheel buttons

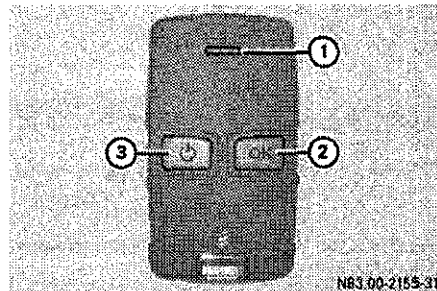
- ▶ Press the  button on the steering wheel.
The display shows the Hours menu.
- ▶ Use the  and  buttons on the steering wheel to set the hours.
- ▶ Press the  button.
The display shows the Minutes menu.
- ▶ Use the  and  buttons to set the minutes.
- ▶ Press the  button.
The switch-on time is set and selected.

Operation with the remote control**Important information**

You can switch the auxiliary heating on/off and set the operating duration using the remote control. You can use up to 4 remote control units on the vehicle. These must be synchronized for the receiver in your vehicle (> page 7).

The remote control has a maximum range of approximately 600 meters. This range is reduced by:

- sources of interference
- solid objects between the remote control and the vehicle
- the remote control being in an unfavorable position in relation to the vehicle
- transmitting from an enclosed space

Overview of the remote control

- ① Indicator lamp
- ② To confirm settings
- ③ To switch the remote control on/off, set the operating duration or end or cancel settings

Indicator lamp ① lights up in various ways to show different operating modes:



Signaling	Meaning
Lights up red	Remote control switched on
	Data transfer
Flashes red	Auxiliary heating switched off
Lights up green	Auxiliary heating switched on
Flashes green	Change operating duration active
Flashes alternately red and green	Remote control in synchronizing mode

- ❗ When the remote control battery is weak, indicator lamp ① flashes red rapidly.
Replace the remote control battery (> page 11).



You can find further information on the lamp status in the "Problems with the auxiliary heating" section (> page 13).

Switching the remote control on/off




The remote control switches to standby mode after 10 seconds. Indicator lamp ① goes out.

- ▶ **To switch on:** press and hold the  button until indicator lamp ① lights up red. If a connection between the remote control and the receiver in the vehicle has been established and indicator lamp ①:
 - flashes red, the auxiliary heating is switched off.
 - lights up green, the auxiliary heating is switched on.
- ▶ **To switch off:** press and hold the  button until indicator lamp ① goes out.

Switching the auxiliary heating on/off


- ▶ Switch on the remote control.
- ▶ **To switch on:** when indicator lamp ① flashes red, press the  button. During data transmission, indicator lamp ① lights up red. When indicator lamp ① lights up green, the auxiliary heating is switched on.
- ▶ **To switch off:** when indicator lamp ① lights up green, press the  button. During data transmission, indicator lamp ① lights up red. When indicator lamp ① flashes red, the auxiliary heating is switched off.

Changing the operating duration






- ▶ Switch on the remote control.
- ▶ When indicator lamp ① flashes red, press  and  simultaneously. Indicator lamp ① flashes green.
- ▶ Press the  button repeatedly until the desired operating duration is shown.
 - 20 minutes
Indicator lamp ① flashes green twice.
 - 30 minutes

Indicator lamp ① flashes green three times.

- 40 minutes
Indicator lamp ① flashes green four times.
- 60 minutes
Indicator lamp ① flashes green six times.

- ▶ Press the  button. During data transmission, indicator lamp ① lights up red. If indicator lamp ① emits two long, green flashes, the selected operating duration is stored.
- ❗ If no adjustment is made, indicator lamp ① flashes six times and the remote control goes into standby mode.

Synchronizing the remote control

- ▶ Press the  auxiliary heating button in the control panel (▷ page 4) for longer than 10 seconds. When you press and hold the  button, the red indicator lamp lights up in the button. When the red indicator lamp in the  button flashes, the receiver in the vehicle is ready for synchronizing.
- ▶ Press and hold the  remote control button until indicator lamp ① lights up red. If there is an active connection between the remote control and the receiver, indicator lamp ① flashes alternately red and green. The remote control is in synchronizing mode.
- ❗ If you press the  button again on the remote control after starting synchronization, you will only synchronize this remote control unit with the receiver. Any other remote control units that were synchronized will be cleared. Indicator

lamp ① flashes alternately red and green (very slowly).

- ▶ Press the **OK** button on the remote control.

During data transmission, indicator lamp ① lights up red.

When remote control indicator lamp ① emits two long green flashes, the selected operating time is synchronized. The indicator lamp in the **III** auxiliary heating button goes out.

Operation with the timer

Important safety notes

This is only for vehicles with a hot-water auxiliary heater.

⚠ DANGER

If a switch-on time has been selected, the auxiliary heating switches on automatically.

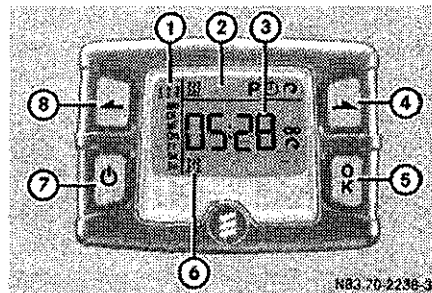
- If the ventilation is insufficient, poisonous exhaust gases can collect, in particular carbon monoxide. This is the case in enclosed spaces, for example. There is a risk of fatal injuries.
- If highly flammable substances or flammable materials are nearby, there is a risk of a risk of fire and explosion.

Always deactivate the preselected switch-on times if you stop the vehicle in such or similar situations.

Use the timer to:

- activate/deactivate immediate heating mode
- set up to three switch-on times
- set the operating duration from 10 to 120 minutes or to continuous operation
- set the heating level (preselected temperature) to a range between 10 and 30

Timer overview



Timer above the overhead control panel

① Program column

123 Sets preselection memory 1 - 3
(▷ page 10)

Sets weekday (Mon. - Sun.)
(▷ page 9)

② Menu bar

III Activates/deactivates immediate heating mode (▷ page 9)

P Sets the program times
(▷ page 10)

⌚ Sets the day, time and the operating duration (▷ page 9)

↺ Sets the heating level
(▷ page 10)

③ Display panel for: time, heating level and operating duration

∞ Continuous operation mode active

↺ Heating level set

④ Selects options in program column ① or menu bar ② (forwards)

Increases values

⑤ Confirms a selection or setting

⑥ Status bar

III Heating mode activated

⑦ Activates the timer

Cancels or ends settings in a menu

⑧ Selects options in program column ① or menu bar ② (backwards)

Reduces values