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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 2013090003 Model 906, Model Year 2013. Update Engine Control Module Software	DATE: September 20, 2013

IMPORTANT SPRINTER SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 17,888 affected vehicles will be flagged in VMI.

Parts – No Parts are required. Software update rate is 100%. Use DAS/Xentry 07/08-13 with all associated patches or 07/08-13 release of Fleet Shell (FedEx® and other large fleets only).

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

Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Sprinter vehicles, has determined that the engine control module software does not correspond to current production configuration. To correct this condition an authorized Mercedes-Benz or Freightliner dealer will update the engine control module software at the next workshop visit.

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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