

Service Campaign Bulletin



Campaign No. 2020110006 November 2020

TO: ALL MERCEDES-BENZ and FREIGHTLINER CENTERS

SUBJECT: **Model 907 Model Year 2019-2020**
Reprogram instrument Cluster

MBAG, the manufacturer of Mercedes-Benz and Freightliner Sprinter Vans, has determined that the average daily mileage is not correctly calculated and shown in the instrument cluster in certain vehicles due to a software error. The calculation and display of the pending maintenance for your vehicle is not affected.

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 **11,374** vehicles are affected.

Order No. V-SC-2020110006

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.

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Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Acc. no.	Code
L	02 2443	Operations: Connect/disconnect vehicle diagnosis system	0.1hr	54 997 71	VS3HERMRM
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1hr	54 997 71	VS3HERMRM
L	02 2442	Operations: Update control unit software (vehicle diagnosis system connected)	0.1hr	54 997 71	VS3HERMRM

	Notes on programming control units		AH54.21-P-0001-03Z
	Check		
1	Check whether vehicle is affected by measure.	<p>Affected vehicles: Update software of instrument cluster (code: VS3HERMRM, acc. no.: 54 997 71) Model 907.### ## as of 000112 up to 220812</p> <p>Affected vehicles: Update software of instrument cluster (code: VS3HERMRM, acc. no.: 54 997 71) Model 910.### ## as of 000787 up to 220055</p> <p> For authorized Mercedes-Benz service partners, only the entry in the "Extended VEGA Application" (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.</p>	<p>SM54.30-D-0039-01AAA</p> <p>SM54.30-D-0039-01AAB</p>
	Update software		
2 	Connect diagnostic system.	<p> Always use the latest XENTRY Diagnosis software release.</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	AD00.00-D-2000-06TS

3  AR	Connect charging equipment. Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle	 <p>During the entire work procedure a sufficiently large voltage supply must be provided for the vehicle's on-board electrical system.</p> <p>Otherwise any undervoltage that occurs may damage the control units.</p>  <p>Follow the operating instructions for the charger.</p>  <p>Use the charger to ensure that an adequate power supply (min. 12.5 V) is provided for the on-board electrical system battery.</p>	AR54.10-D-1127TS
4	Update instrument cluster (IC) software.	 <p>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	
5  AD	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6  AR	Remove charger from vehicle.		AR54.10-D-1127TS