

|                                                                                                                                                       |                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| TO: Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers                                                       | FROM: Anthony Washington, Department Manager, Regulations and Certifications |
| <b>Re: Recall Campaign Launch Notification</b><br><b>Model: Sprinter(907)</b><br><b>Model Years: 2019-2020</b><br><b>eCall Hermes Software Update</b> | DATE: April 14, 2022                                                         |



## IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above

# News Channel Update | Vans Customer Service and Parts

| Campaign No. :                                                                                                                                                                                                                                                                                                                                                                                                       | Campaign Desc. :                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | eCall Hermes Software Update |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 2021120009                                                                                                                                                                                                                                                                                                                                                                                                           | VSXHERMPOC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                              |
| This is to notify you of a <b>Recall Campaign Launch</b> to update the eCall Software on approximately <b>320</b> MY19-20 Freightliner Sprinter vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged “ <b>OPEN</b> ” in VMI and <b><u>cannot be sold</u></b> until remedied. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |
| Background                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |
| Issue                                                                                                                                                                                                                                                                                                                                                                                                                | Mercedes-Benz AG (MBAG), the manufacturer of Freightliner Sprinter vehicles, has determined that on certain Model Year (“MY”) 2019 – 2020 Sprinter (907) vehicles, the software design of the communication module may fail to communicate the correct vehicle’s location for the emergency call system (“eCall”) in the event of a crash. Depending on the crash scenario, a temporary drop in the on-board electrical voltage system may occur. If this occurs, the wrong location may be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury. |                              |
| What We’re Doing                                                                                                                                                                                                                                                                                                                                                                                                     | DVUSA is conducting a voluntary recall. An authorized Freightliner Sprinter dealer will perform a software update on the eCall Hermes module.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                              |
| Parts                                                                                                                                                                                                                                                                                                                                                                                                                | Software is Available                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                              |
| Vehicles Affected                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |
| Vehicle Model Year(s)                                                                                                                                                                                                                                                                                                                                                                                                | 2019-2020                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |
| Vehicle Model (s)                                                                                                                                                                                                                                                                                                                                                                                                    | Sprinter(907)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                              |
| Vehicle Populations                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |
| Total Recall                                                                                                                                                                                                                                                                                                                                                                                                         | 320                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                              |
| Dealer Inventory                                                                                                                                                                                                                                                                                                                                                                                                     | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                              |
| Given this notice, it is <b><u>a violation of Federal Law</u></b> for a dealer to sell or lease any <b><u>new</u></b> Sprinter in dealer inventory covered by this notification until the vehicle has been repaired.                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |
| Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |
| Additionally, given this notice, it is <b><u>a violation of Federal Law</u></b> for rental companies to rent new Sprinter vehicles covered by this notification until the vehicle has been repaired.                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |
| Next Steps/Notes                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |
| Customer Notification Timeline                                                                                                                                                                                                                                                                                                                                                                                       | An owner notification letter will be mailed in May, 2022.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |
| AOMS/SOMS                                                                                                                                                                                                                                                                                                                                                                                                            | AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                              |
| Rental Fleet Partners                                                                                                                                                                                                                                                                                                                                                                                                | This recall may affect vehicles in your fleet. Please contact your respective DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred DVUSA dealer.                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |
| While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |

Daimler Vans USA, LLC

A Mercedes-Benz Group AG Company

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600

**Model 907, 910**

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

| <b>Category</b> | <b>Op. no.</b> | <b>Operation text</b>                                                                           | <b>Time</b> | <b>Damage Code</b> | <b>Code</b>    |
|-----------------|----------------|-------------------------------------------------------------------------------------------------|-------------|--------------------|----------------|
| L               | 02 2443        | Operations: Connect/disconnect diagnostic system                                                | 0.1hrs      | 54 975 58          | VSXHERMP<br>OC |
| L               | 02 2445        | Operations: Connect/disconnect charger (vehicle diagnosis system connected)                     | 0.1hrs      | 54 975 58          | VSXHERMP<br>OC |
| L               | 02 2442        | Operations: Update ..... control unit software (vehicle diagnosis system connected)             | 0.1hrs      | 54 975 58          | VSXHERMP<br>OC |
| L               | 02 0537        | Operations: Extra work for: Update ..... control unit software for increased programming effort | 0.1hrs      | 54 975 58          | VSXHERMP<br>OC |

|  |                                    |  |                    |
|--|------------------------------------|--|--------------------|
|  | Notes on programming control units |  | AH54.21-P-0001-03Z |
|--|------------------------------------|--|--------------------|

|  | Check                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                             |
|-----------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1                                                                                 | Check whether vehicle is affected by measure. | <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)<br/>Model 907.### ## as of 000002 up to 030263, 910.### ## as of 000001 up to 030262</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)<br/>Model 907.### ## as of 030263 up to 069715, 910.### ## as of 030263 up to 069676</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)<br/>Model 907.### ## as of 069716 up to 113848, 910.### ## as of 069840 up to 113829</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)<br/>Model 907.### ## as of 113849 up to 203828, 910.### ## as of 113879 up to 203696</p> <p>Affected vehicles: Update software for HERMES control unit (code: VSXHERMPOC)<br/>Model 907.### ## as of 203829 up to 327021, 910.### ## as of 203889 up to 326949</p> | <p>SM82.95-D-0017-01AAA</p> <p>SM82.95-D-0017-01AAB</p> <p>SM82.95-D-0017-01AAC</p> <p>SM82.95-D-0017-01AAD</p> <p>SM82.95-D-0017-01AAE</p> |

|                                                                                             |                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|                                                                                             | <b>Update software</b>                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |
| 2<br> AR   | Connect charging equipment.<br>Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle | <br>During the entire work procedure a sufficiently large voltage supply must be provided for the vehicle's on-board electrical system.<br>Otherwise any undervoltage that occurs may damage the control units.<br><br>Follow the operating instructions for the charger.<br><br>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    |
| 3<br> AD   | Connect diagnostic system.                                                                                                       | <br>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.                                                                                                                                                                                                                                                                                                                                                                                                                                                             | AD00.00-D-2000-06TS |
| 4                                                                                           | Update software for HERMES control unit.                                                                                         | <br>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.<br><b>The process may last several hours.</b>                                                                                                                                                                                                                                                                                                                                                                                                             |                     |
| 5<br> AD | Disconnect diagnostic system.                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | AD00.00-D-2000-06TS |
| 6<br> AR | Remove charger from vehicle.                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | AR54.10-D-1127TS    |